



HILLINGDON  
LONDON



# Cabinet

**Date:** THURSDAY, 18 MAY 2017

**Time:** 7.00 PM

**Venue:** COMMITTEE ROOM 6 -  
CIVIC CENTRE, HIGH  
STREET, UXBRIDGE UB8  
1UW

**Meeting  
Details:** Members of the Public and  
Press are welcome to attend  
this meeting.

## Councillors in the Cabinet

Ray Puddifoot MBE (Chairman)  
*Leader of the Council*

David Simmonds CBE (Vice-Chairman)  
*Deputy Leader / Education & Children's Services*

Jonathan Bianco  
*Finance, Property & Business Services*

Keith Burrows  
*Planning, Transportation & Recycling*

Philip Corthorne  
*Social Services, Housing, Health & Wellbeing*

Douglas Mills  
*Community, Commerce & Regeneration*

Richard Lewis  
*Central Services, Culture & Heritage*

**Published:** Wednesday, 10 May 2017

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[www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)

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***Putting our residents first***

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# Notice

## **Notice of meeting and any private business**

The London Borough of Hillingdon is a modern, transparent Council and through effective Cabinet governance, it seeks to ensure the decisions it takes are done so in public as far as possible. Much of the business on the agenda for this Cabinet meeting will be open to residents, the wider public and media to attend. However, there will be some business to be considered that contains, for example, confidential, commercially sensitive or personal information. Such business is shown in Part 2 of the agenda and is considered in private. Further information on why this is the case can be sought from Democratic Services.

This is formal notice under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 to confirm that the Cabinet meeting to be held on:

*18 May 2017 at 7pm in Committee Room 6, Civic Centre, Uxbridge*

will be held partly in private and that 28 clear days public notice of this meeting has been given. The reason for this is because the private (Part 2) reports listed on the agenda for the meeting will contain either confidential information or exempt information under Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it. An online and a hard copy notice at the Civic Centre in Uxbridge indicates a number associated with each report with the reason why a particular decision will be taken in private under the categories set out below:

- (1) information relating to any individual
- (2) information which is likely to reveal the identity of an individual
- (3) information relating to the financial or business affairs of any particular person (including the authority holding that information)
- (4) information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
- (5) Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
- (6) Information which reveals that the authority proposes (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) to make an order or direction under any enactment.
- (7) Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

## **Notice of any urgent business**

To ensure greater transparency in decision-making, 28 clear days public notice of the decisions to be made both in public and private has been given for these agenda items. Any exceptions to this rule are the urgent business items on the agenda marked \*. For such items it was impracticable to give sufficient notice for a variety of business and service reasons. The Chairman of the Executive Scrutiny Committee has been notified in writing about such urgent business.

## **Notice of any representations received**

No representations from the public have been received regarding this meeting.

## **Date notice issued and of agenda publication**

10 May 2017  
London Borough of Hillingdon

# Agenda

- 1 Apologies for Absence
- 2 Declarations of Interest in matters before this meeting
- 3 To approve the minutes of the last Cabinet meeting 1 - 10
- 4 To confirm that the items of business marked Part 1 will be considered in public and that the items of business marked Part 2 in private

## **Cabinet Reports - Part 1 (Public)**

- 5 External Services Scrutiny Committee - update report to Cabinet on efforts to Tackle Child Sexual Exploitation (Cllr David Simmonds CBE) 11 - 18
- 6 Hayes Town transformation - Botwell Bridge Boardwalk (Cllr Douglas Mills and Cllr Keith Burrows) 19 - 30
- 7 Older People's Plan update (Cllr Ray Puddifoot MBE & Cllr Philip Corthorne) 31 - 44
- 8 Carers' Strategy update (Cllr Philip Corthorne) 45 - 62

## **Cabinet Reports - Part 2 (Private and Not for Publication)**

<b>9</b>	Development of Yiewsley Sites (Cllr Jonathan Bianco)	63 - 70
<b>10</b>	Contact extension for supported living for people with disabilities (Cllr Philip Corthorne)	71 - 76
<b>11</b>	Extending the Independent Fostering Agency Framework Agreement (Cllr David Simmonds CBE)	77 - 82
<b>12</b>	Extension of a Contract for the Provision of the Children Adolescence Multi Agency Psychological Service (Cllr David Simmonds CBE and Cllr Philip Corthorne)	83 - 88
<b>13</b>	Contract for the Collection and Treatment of Co-mingled Dry Recycling (Cllr Keith Burrows)	89 - 100
<b>14</b>	Electrical Testing, Repairs & Upgrades Contract (Cllr Jonathan Bianco)	101 - 110
<b>15</b>	Voluntary Sector Leases (Cllr Jonathan Bianco)	111 - 118

*The reports listed above in Part 2 are not made public because they contains exempt information under Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it.*

**16** Any other items the Chairman agrees are relevant or urgent

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## Minutes

### Cabinet

Thursday, 20 April 2017

Meeting held at Committee Room 6 - Civic Centre,  
High Street, Uxbridge UB8 1UW



HILLINGDON  
LONDON

Published on: 21 April 2017

Decisions come into effect from: 28 April 2017 \*

#### **Cabinet Members Present:**

Ray Puddifoot MBE (Chairman)  
David Simmonds CBE (Vice-Chairman)  
Jonathan Bianco  
Keith Burrows  
Philip Corthorne

#### **Members Also Present**

Susan O'Brien  
Mo Khursheed  
Wayne Bridges  
Neil Fyfe  
John Oswell  
Henry Higgins  
Beulah East  
Nick Denys  
Scott Seaman-Digby  
Edward Lavery  
John Riley  
Jan Sweeting

#### **1. APOLOGIES FOR ABSENCE**

Apologies were received from Councillor Richard Lewis and Councillor Douglas Mills.

#### **2. DECLARATIONS OF INTEREST IN MATTERS BEFORE THIS MEETING**

No interests were declared by Members present.

#### **3. TO APPROVE THE MINUTES OF THE LAST CABINET MEETING**

The decisions and minutes of the Cabinet meeting held on 16 March 2017 were agreed as a correct record.

#### **4. TO CONFIRM THAT THE ITEMS OF BUSINESS MARKED PART 1 WILL BE CONSIDERED IN PUBLIC AND THAT THE ITEMS OF BUSINESS MARKED PART 2 IN PRIVATE**

This was confirmed by the Cabinet.

**5. REPORT FROM THE RESIDENTS' & ENVIRONMENTAL SERVICES POLICY OVERVIEW COMMITTEE: DISPOSAL OF CHARITY SHOP WASTE**

*The Residents' & Environmental Services Policy Overview Committee's report into the disposal of charity shop waste was considered by Cabinet.*

**RESOLVED:**

**That Cabinet:**

- 1. Welcome the Committee's findings from their review on the disposal charity waste through New Years Green Lane Civic Amenity Site and agree the recommendations set out;**
- 2. Delegate authority to the Deputy Chief Executive and Corporate Director of Residents Services, in consultation with the Leader of the Council and Cabinet Member for Planning, Recycling and Transportation, to agree the implementation of the recommendations and the date effective for the proposed charge.**

**Recommendations agreed by the Cabinet for implementation**

- I. That charities based within the Borough be given an annual free waste allowance of 10 tonnes for all non-recyclable waste disposed of at New Years Green Lane Civic Amenity site.
- II. That charities based within the Borough that exceed the annual free waste allowance of 10 tonnes, be liable to be charged for the deposit of any additional non-recyclable waste, at the trade waste rate of £160 per tonne.
- III. That charities based outside the Borough be liable for a charge of £160 per tonne for the deposit of any non-recyclable waste in line with the trade waste rate.
- IV. That Cabinet be asked to include this in the Fees and Charges schedule for Residents Services.
- V. That Charities be given guidance on the options which are available in terms of disposing of charity waste at New Years Green Lane Civic Amenity site.

**Reasons for decisions**

Cabinet welcomed the report of the Committee which set out ways to control the increasing volume of charity shop waste being disposed of free of charge at New Years Green Lane Civic Amenity Site, given that a notable volume of it was from charities outside of the Borough and house clearances. Cabinet agreed to proposals that would protect small Hillingdon based charities through a substantial free allowance for disposing of their waste, whilst introducing a new fee for larger charities and those outside the Borough.

Cabinet recorded its thanks to the Committee for work on the review.

### **Alternative options considered and rejected**

The Cabinet could have decided to amend or reject some or all of the Committee's recommendations.

### **Officers to action:**

Perry Scott, Residents Services (implementation)  
Khalid Ahmed, Administration Directorate (monitoring with the Committee)

### **Classification: Public**

*The report and any background papers relating to this decision by the Cabinet are available to view on the Council's website or by visiting the Civic Centre, Uxbridge.*

## **6. REPORT FROM THE CORPORATE SERVICES & PARTNERSHIPS POLICY OVERVIEW COMMITTEE: RECRUITMENT IN HILLINGDON**

*The Chairman of the Corporate Services & Partnerships Policy Overview Committee, Councillor Scott Seaman-Digby, presented the Committee's report into recruitment in Hillingdon, which was warmly endorsed by the Cabinet.*

### **RESOLVED:**

#### **That Cabinet:**

- 1) Welcomes the Committee's findings from their review into Recruitment in Hillingdon;**
- 2) Agrees the following recommendations from the Committee for implementation by officers, in consultation with and sign-off where required, by the Leader of the Council and Cabinet Member:**

#### **Recommendations agreed by the Cabinet for implementation**

- (1) That the Council develop an employment brand, agreed by the Leader of the Council as lead member for Communications, to ensure the organisation has a unique and attractive message that differentiates from other employers in the public, private and third sector.
- (2) That the Council develop and implement a social media recruitment strategy, not only focused on advertising vacancies, but also promoting and managing the Council's online reputation and employer brand.
- (3) That the Council develop a culture of internal advocacy for the organisation among its staff, and reinforce this support through introducing a recruitment referral scheme.

- (4) That the Council develop a “Total Reward” approach to recruitment marketing, which involves not only advertising remuneration, but also the total worth of the recruitment package.
- (5) That the Council introduce and develop a workforce succession plan for all key roles within the organisation.
- (6) That the Council create talent pools of existing employees, an alumni network enabled by social media, and an “Apprenticeship Talent Pool” to ensure talented apprentices have opportunities to maintain employment within the Council.
- (7) That a centralised Job Description Library is implemented and all managers involved in recruitment are re-trained on the new e-recruitment system, together with refresher training on selection methods and equalities.
- (8) That a review of the current Competency Framework is conducted by the Council.
- (9) That the Council introduce consistent interview questions associated with each job description, suitable selection techniques and values-based interview techniques to ensure employees’ are culture-fit, and occupational testing for recruitment to key and relevant roles. Cabinet also requests officers investigate appropriate ICT assessment techniques as part of the selection process, to ensure office based workforce retains a high level of ICT competency.
- (10) That the Council introduce an evaluation of recruitment and selection processes and performance indicators as part of the probationary period sign-off process, reporting on a quarterly basis to Corporate Management Team.
- (11) That all costs associated with the recommendations in the review are fully contained within the Human Resources budget or excess Directorate savings.

### **Reasons for decisions**

Cabinet received a report by the Corporate Services and Partnerships Policy Overview Committee aimed at further modernisation of the way the Council recruits its staff. Cabinet agreed the report’s findings aimed at an even more positive, professional and efficient recruitment and selection experience for potential candidates, along with greater adoption of commercial recruitment techniques and use of digital media to get the best person for the job. Cabinet welcomed that, in turn, ultimately Hillingdon residents would benefit from having high calibre officers, culture-fit and committed to support the Administration’s mission to put residents first.

Cabinet moved a final recommendation to ensure any costs associated with recruitment improvements were from within existing budgets.

### **Alternative options considered and rejected**

The Cabinet could have decided to amend or reject some or all of the Committee’s recommendations.

**Officers to action:**

Mike Talbot, Administration Directorate (implementation)

Luke Taylor, Administration Directorate (monitoring with the Committee)

**Classification: Public**

*The report and any background papers relating to this decision by the Cabinet are available to view on the Council's website or by visiting the Civic Centre, Uxbridge.*

**7. MONTHLY COUNCIL BUDGET - MONITORING REPORT**

**RESOLVED:**

**That Cabinet:**

- 1. Note the forecast budget position as at February 2017 (Month 11).**
- 2. Note the Treasury Management update as at February 2017 at Appendix E.**
- 3. Continue the delegated authority up until the June 2017 Cabinet meeting to the Chief Executive to approve any consultancy and agency assignments over £50k, with final sign-off of any assignments made by the Leader of the Council. Cabinet are also asked to note those consultancy and agency assignments over £50k approved under delegated authority between the 16th March 2017 and 20th April 2017 Cabinet meetings, detailed at Appendix F.**
- 4. Approve acceptance of gift funding in relation to Planning Performance Agreements on major developments within the Borough in accordance with the provisions of Section 93 of the Local Government Act 2003, in respect of the following applications:**
  - Old Vinyl Factory, Blyth Road, Hayes (up to £92,000)
  - Southall Gasworks Redevelopment, Minet Park, Hayes (£40,000)
  - Stockley Park Phase 1 (£23,500)
- 5. Approve the amendments to fees and charges for 2017/18 relating to Marlborough Crescent (previously known as Berkeley Park) as contained in Appendix G.**
- 6. Approve the amendments and supplementary fees and charges for 2017/18 relating to Golf Courses and Bereavement Services as contained in Appendix H.**
- 7. Authorise Officers to order £192,078 of CRC carbon allowances in the April 2017 forecast sale for the projected carbon emissions in the final two compliance years of the CRC Energy Efficiency Scheme Phase II (2017-2018 to 2018-2019). Payment for these allowances will be made in June 2017 and;**
  - a. Authorise Officers to purchase any remaining CRC carbon allowances required in the final compliance year 2018-19 in the 'buy to comply sale' in July 2019.**

- b. Request the Chairman of the Executive Scrutiny Committee waive the scrutiny call-in period on this matter, in light of the submission deadline, so any decision can take immediate effect.**
- 8. Ratify the following decision taken by the Leader of the Council and Cabinet Member for Education and Children's Services on 28 March 2017, that would ordinarily be reserved to the Cabinet:**
  - That the contract for Occupational Therapy and Speech and Language Therapy for children in mainstream schools and young people, within the London Borough of Hillingdon, be let by means of a Single Tender Action combining the two services into one Integrated Therapies Contract and;**
  - Agree the tender being awarded directly to Central & North West London NHS Foundation Trust for the continuation of statutory services.**

### **Reasons for decisions**

Cabinet was informed of the latest forecast revenue, capital and treasury position (Month 11) for the current year 2016/17 to ensure the Council achieved its budgetary and service objectives.

Cabinet made a range of budget related decisions, including the acceptance of gift funding for key developments in the Borough, a range of updated fees and charges for housing, golf courses and bereavement services, the purchase of carbon allowances highlighting the Councils' green credentials and the ratification of a previous decision made for a new integrated therapies contract for schools and young people.

### **Alternative options considered and rejected**

None.

### **Officer to action:**

Paul Whaymand, Finance Directorate

### **Classification: Public**

*The report and any background papers relating to this decision by the Cabinet are available to view on the Council's website or by visiting the Civic Centre, Uxbridge.*

## **8. SCHOOL CAPITAL PROGRAMME UPDATE**

### **RESOLVED:**

**That Cabinet note the progress made with primary and secondary school expansions, the school condition programme and other school capital projects.**

### **Reasons for decision**

Cabinet received its monthly update to review progress on the Council's substantial school building and school condition programmes, investing significant resources in local education facilities over the last few years and into the coming years. It was noted that due to this investment, Hillingdon had just topped the list in West London for families receiving an offer at one of their preferred primary schools, and that Hillingdon had once again ensured that every child was offered a primary school place for September 2017.

### **Alternative options considered and rejected**

None.

### **Officer to action:**

Bobby Finch, Residents Services

### **Classification: Public**

*The report and any background papers relating to this decision by the Cabinet are available to view on the Council's website or by visiting the Civic Centre, Uxbridge.*

## **9. REVENUES, BENEFITS AND HOUSING ICT SYSTEM**

### **RESOLVED:**

**That Cabinet accept a single tender for 2+1 years from Northgate Public Services (UK) Ltd. for the provision of support and maintenance to the Council's revenues, benefits and housing systems.**

### **Reasons for decision**

Cabinet agreed to accept a tender with Northgate Public Services (UK) Ltd. to enable the continued provision of support and maintenance of the Council's Revenues and Benefits and Housing ICT systems to ensure continuity of these critical services going forward for residents.

### **Alternative options considered and rejected**

Cabinet could have decided to competitively tender the ICT systems for these services, but considered that this should be done at a later date to make a more strategic decision around business area ICT requirements and to understand future options and market trends.

### **Officer to action:**

Louise Bateman, Residents Services

## **Classification: Private**

*Whilst the Cabinet's decisions above are always made public, the officer report relating to this matter is not because it was considered in the private part of the meeting and contained information relating to the financial or business affairs of any particular person (including the Authority holding that information) and the public interest in withholding the information outweighed the public interest in disclosing it (exempt information under paragraph 3 of Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 as amended.*

## **10. HIGHWAYS AND TRANSPORTATION PROFESSIONAL SERVICES CONTRACT**

### **RESOLVED:**

#### **That Cabinet:**

- 1. Agree to externalise highways and transportation professional services for highways, traffic, structures, building design and associated consultancy works;**
- 2. Accept the tender for the Highways & Transportation Professional Services Term Contract, effective from May 2017, from Project Centre for a period of 5-years with no option to extend.**

#### **Reasons for decision**

Following competitive tender, Cabinet agreed to the award of a new contract to deliver innovation and sustainable solutions for highway, traffic and public realm schemes across the Borough, with the aim at improving resident satisfaction with the works.

#### **Alternative options considered and rejected**

Cabinet could have decided to call-off design services from the London Highways Alliance Contract, but noted the bid by Project Centre provided better value for taxpayers' money.

#### **Officers to action:**

Dalton Cenac, Residents Services (implementation)  
Allison Mayo, Finance Directorate (contract award & monitoring)

## **Classification: Private**

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## 11. EXTERNAL REDECORATION PROGRAMME FOR THE HOUSING STOCK

### RESOLVED:

**That Cabinet accept the tender from Armour Contracts Limited to undertake external decorations to various locations within the Borough.**

### Reasons for decision

Following the recent council housing stock condition survey work, a 10 year programme was developed for external decoration works. Following a competitive exercise, Cabinet agreed the most economically advantageous tender for essential works to maintain the homes in a habitable and suitable condition for both tenants and leaseholders. It was noted that the project contingency would be closely monitored.

### Alternative options considered and rejected

None.

### Officer to action:

Chris Woods, Residents Services

### Classification: Private

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## 12. VOLUNTARY SECTOR LEASES

### RESOLVED:

**That Cabinet agrees the rent set out in the report, which is subject to negotiation with the voluntary sector organisation detailed in this report, and instructs the Deputy Chief Executive and Corporate Director of Residents Services to then commission the Borough Solicitor to complete the appropriate legal documentation.**

### Reason for decision

Following a review, Cabinet agreed the rent for the Hayes and Harlington Community Centre in Albert Road, Hayes. Cabinet's decision enabled the organisation to benefit from discounted rents as part of the Council's Voluntary Sector Leasing Policy and wider commitment to a vibrant local voluntary sector.

## **Alternative options considered and rejected**

None.

### **Officer to action:**

Mike Paterson, Residents Services

### **Classification: Private**

*Whilst the Cabinet's decisions above are always made public, the officer report relating to this matter is not because it was considered in the private part of the meeting and contained information relating to the financial or business affairs of any particular person (including the Authority holding that information) and the public interest in withholding the information outweighed the public interest in disclosing it (exempt information under paragraph 3 of Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 as amended).*

## **13. ANY OTHER ITEMS THE CHAIRMAN AGREES ARE RELEVANT OR URGENT**

No additional items were considered by the Cabinet.

The meeting closed at 7.22pm.

### **\* IMPLEMENTATION OF CABINET'S DECISIONS**

**Decisions that take immediate effect:** Cabinet's decision relating to the purchase of carbon allowances prior to the 28 April 2017 Government deadline (Item 7) takes immediate effect following agreement to waive the call-in from the Chairman of the Executive Scrutiny Committee.

**All other decisions:** Meeting after Cabinet, the Executive Scrutiny Committee did not call-in any of the Cabinet's decisions. These can therefore be implemented from 5pm, Friday 28 April 2017 upon the expiry of the scrutiny call-in period, unless notified otherwise.

The officers to implement the decisions are indicated in the minutes.

## EXTERNAL SERVICES SCRUTINY COMMITTEE

### AN UPDATE ON EFFORTS TO TACKLE CHILD SEXUAL EXPLOITATION

<b>Cabinet Member</b>	Councillor David Simmonds CBE
<b>Cabinet Portfolio</b>	Deputy Leader of the Council Education and Children's Services
<b>Officer Contact</b>	Nikki O'Halloran, Administration Directorate
<b>Papers with report</b>	None.

#### 1. HEADLINE INFORMATION

<b>Summary</b>	Cabinet is asked to consider the work and the recommendations made by the External Services Scrutiny Committee's single meeting review on Child Sexual Exploitation (CSE).
<b>Putting our Residents First</b>	This report support's the Council's objective of: <i>Our People</i> Hillingdon's Children and Families Trust Plan
<b>Financial Cost</b>	There are no direct cost implications resulting from this report.
<b>Relevant Policy Overview Committee</b>	External Services, Children Young People & Learning and Social Services, Housing and Public Health
<b>Ward(s) affected</b>	All

#### 2. RECOMMENDATIONS

That Cabinet welcomes the insight and findings of the Committee and asks officers to:

1. Develop a programme of CSE training for all Councillors;
2. Work with partner agencies to provide training and clarity around the procedures in relation to reporting missing children;
3. Work with partner agencies to identify improvements in procedures to:
  - a. prevent delays in relation to information sharing; and
  - b. ensure that the Board of Governors safeguarding leads are included in relevant information sharing processes; and
4. Work with partner agencies to investigate the possibility of mapping CSE related resources across the Borough.

#### **Reasons for recommendations**

A Hillingdon Child Sexual Exploitation Strategy was developed to ensure that the individual agencies work effectively together to prevent CSE, intervene early when risks are identified, help, protect and support children who are being exploited and determinedly pursue the perpetrators.

Elected Members reviewed the local partnership approach to CSE in 2015 and again in February 2017. The Committee looked at the work that had been undertaken in the Borough over the last two years and identified possible further improvements.

These recommendations have been formulated to ensure continued organisational resilience against CSE in the Borough.

### **Alternative options considered / risk management**

Cabinet could choose to not approve or amend any of the recommendations.

### **3. INFORMATION**

1. The sexual exploitation of children and young people is a form of child sexual abuse. The following description of child sexual exploitation has been supplied in the guidance provided by the Department for Children, Schools and Families:

*'Sexual exploitation of children and young people under 18 involves exploitative situations, contexts and relationships where young people (or a third person or persons) receive 'something' (e.g., food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities. Child sexual exploitation can occur through the use of technology without the child's immediate recognition; for example, being persuaded to post sexual images on the Internet/mobile phones without immediate payment or gain. In all cases, those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources. Violence, coercion and intimidation are common, involvement in exploitative relationships being characterised in the main by the child or young person's limited availability of choice resulting from their social/economic and/or emotional vulnerability.'*

2. Sexual exploitation results in children and young people suffering harm and causes significant damage to their physical and mental health. Some young people may be supported to recover whilst others may suffer serious life-long impairments which may, on occasion, lead to their death, for example through suicide or murder.
3. There has been an increase in the media exposure of Child Sexual Exploitation (CSE) which has heightened awareness of the issue amongst statutory agencies as well as amongst members of the public. However, Serious Case Reviews have looked at the way that certain cases have been handled by the responsible authorities elsewhere in the country. This has highlighted the need for all organisations to look at their practices and procedures and, most importantly, to use the lessons learnt to inform the further development of our joint work on child sexual exploitation.

### **CSE Strategy & Action Plan**

4. A CSE Strategy was developed in 2015 to ensure that the individual agencies work effectively together to prevent CSE, intervene early when risks are identified, help, protect and support children who are being exploited and determinedly pursue the perpetrators. The Strategy aimed to build on the pro-active multi-agency work which is already undertaken in Hillingdon by providing a framework for all professionals working with children and young

people in the Borough to deliver a programme designed to raise awareness of CSE in age appropriate ways and provide them with the appropriate life skills in order to prevent them becoming involved in sexual exploitation.

5. An action plan was incorporated into the Strategy based around the 3Ps: prevention, protection and prosecution. This action plan identified the work that would need to be progressed and clearly highlighted all responsibilities that had been agreed by the partner agencies. The action plan also included a requirement to ensure that appropriate pathways and therapeutic support were available for those young people at risk of CSE.
6. It was proposed that the action plan would be regularly reviewed and updated by the Child Sexual Exploitation Strategic Sub Group which comprised senior managers from all partner agencies and would report to the Hillingdon Safeguarding Children Board (HLSCB) twice yearly to inform the HLSCB Annual Report. The HLSCB Annual Report is considered by Hillingdon's Cabinet, Health and Wellbeing Board, Corporate Parenting Board and Children, Young People and Learning Policy Overview Committee.
7. It is important to ensure that the strategy and action plan are kept up to date.

### **The External Services Scrutiny Committee Review**

8. Having first met on 13 January 2015, the External Services Scrutiny Committee, along with the Chairmen and Labour Leads from the Children, Young People and Learning Policy Overview Committee and the Social Services, Housing and Public Health Policy Overview Committee, held a second single meeting review on 15 February 2017. At this meeting, Members considered the progress that had been made in the Borough over the previous two years in relation to the prevention of sexual exploitation, the protection of children and young people who are being (or are at risk of being) sexually exploited, as well as the disruption and prosecution of offenders. The Committee was able to question and solicit evidence from the following witnesses:

- Raj Alagh, Borough Solicitor, LBH
- Steve Ashley, Chairman, Local Safeguarding Children's Board (LSCB) / Safeguarding Adults Partnership Board (SAPB)
- Dr Sujata Chadha, CCG Governing Clinical Lead for Safeguarding, Hillingdon Clinical Commissioning Group (HCCG)
- Nikki Cruickshank, Assistant Director of Children's Safeguarding and Service Improvement, Children & Young People's Service, LBH
- Lisa Fenaroli, Headteacher, Hillingdon Virtual School for Looked After Children, LBH
- Dr Steve Hajioff, Director of Public Health, LBH
- Chelvi Kukendra, Designated Doctor (Consultant Paediatrician) for Safeguarding Children, Hillingdon Clinical Commissioning Group (HCCG)
- Brendan Molloy, Deputy Principal Lawyer (Education and Social Care), LBH
- Andrea Nixon, Safeguarding Boards Business and Development Manager, LBH
- DI Steve O'Connor, Metropolitan Police - Community Safety Unit, Metropolitan Police Service (MPS)
- Jenny Reid, Designated Nurse - Safeguarding Children, Hillingdon Clinical Commissioning Group (HCCG)
- Tendayi Sibanda, Lead Nurse for Safeguarding Children (Named Nurse), The Hillingdon Hospitals NHS Foundation Trust (THH)
- Helen Smith, Corporate Parenting Manager, LBH

- DS Lisa Taverner, Multi Agency Safeguarding Hub (MASH), Metropolitan Police Service
- Jacqueline Walker, Interim Director of Nursing, The Hillingdon Hospitals NHS Foundation Trust (THH)
- Debbie Weissang, Child Sexual Exploitation Strategic Manager, Children and Young People's Service - Safeguarding Children, LBH

9. The Committee highlighted a number of matters as set out below:

### **Communication / Information Sharing**

10. Despite there having been some restrictions in relation to information sharing contained within the Data Protection Act 1998, protocols are in place in Hillingdon to share information in relation to CSE. A review of the Caldicott principles guidance was undertaken a couple of years previously so that it now includes a presumption to share information. This change has been particularly helpful to the health sector which had previously been less likely to share information.
11. Officers are confident that Hillingdon has made significant progress with regard to CSE and now, as soon as CSE cases have been triaged, they are being put into safeguarding. The Council has also been working with partner agencies to share information and communication has improved.
12. A MASH has been set up to bring together safeguarding professionals from a variety of agencies in one secure location. The MASH shares information about vulnerable people and aims to improve the quality of safeguarding. When front line police officers receive a report, they grade and assess each one and MASH officers then flag those with CSE issues that might have been missed. Some of the reports reviewed by the MASH are in relation to missing persons who have had problems at home so will not be deemed to be CSE. These reports are monitored and assessed to ensure that there are no long term implications. If there are no further developments within six months, cases are marked as dormant and revived if further information is received.
13. Within the MPS, a central unit investigates CSE reports across London. However, although information is held by the unit, it is not necessarily available or passed on to all boroughs. In practice, this means that a CSE perpetrator could move into Hillingdon without the knowledge of any agencies in the Borough. More work needs to be undertaken to improve this communication issue and it has been suggested that an alert system be initiated in each area.
14. Although processes are not in place to gather all of the information needed, the agencies involved are acutely aware of this. Whilst some of the poor information sharing is as a result of IT systems, it is often more attributable to how the different boroughs treat CSE. To this end, it is understood that the MPS will be implementing changes to improve information sharing across boundaries.
15. Hillingdon Hospital regularly receives young patients from outside of the Borough and is introducing Child Protection - Information Sharing (CP-IS) which is a nationwide system that enables child protection information to be shared securely between local authorities and NHS trusts across England. As not all of the neighbouring boroughs use the same computer

system, information sharing may continue to be a challenge. It should be noted that Hillingdon Social Care is already using this NHS system.

### **Training / Awareness Raising**

16. As victims will not necessarily go to a specialist to report CSE, all uniformed police officers have been provided with training to make them more aware of the issue and to familiarise them with the risk assessment template so that they are able to identify those at risk. In Hillingdon, CSE training has been prioritised by the police so that officers know what to look for.
17. A peer review had been undertaken by Havering and deemed Hillingdon's CSE training to be of a high standard. Over the last two years, Council officers have delivered training to approximately 1,200 individuals, including hospitals, pharmacists, housing officers, health education and Stockley Academy staff. This training includes examples of good and bad practice and makes the referral process clear as this is everyone's responsibility. As all Councillors are a possible point of contact for the parents or victims of CSE, consideration needs to be given to providing them with CSE training.
18. With regard to schools, a wrap around service is being developed and SAFE! will be delivering online workshops to Harefield School with the intention of subsequently rolling these out across the Borough. The Social Care Bill also includes a statutory requirement for PSHE to cover issues such as grooming. The Local Safeguarding Children Board will ensure that PSHE training is taken forward as an action.
19. CSE training has been provided for GPs and there are clear referral pathways in place. If a young person is known to Social Services, it will raise a flag with their GP who can contact the MASH and/or the Designated Doctor / Designated Nurse for Safeguarding Children at Hillingdon Clinical Commissioning Group (HCCG). CSE processes at Hillingdon Hospital have also been strengthened over the last year with induction training now including CSE. Systems are in place to support staff in reviewing cases whereby A&E records are monitored to identify whether anything had been missed. If staff have failed to identify a CSE risk, a referral will be made and the member of staff will be given feedback and additional training. Weekly Child Safetynet meetings are held and any young person who is known to be sexually active (for example, they if they are using the GUM clinic or maternity services) will be asked a series of questions which have been designed to help identify CSE.

### **Looked After Children (LAC)**

20. Training is provided for foster carers in Hillingdon to help support their understanding of CSE. LAC are allocated a social worker who will, where relevant, be involved in Multi Agency Sexual Exploitation (MASE) meetings that consider high risk cases. LAC undergo initial and annual health assessments which can highlight concerns to social workers. To help support LAC, the Children in Care Council (CICC) has identified beneficial targeted programmes such as Unique Swagga.
21. Personal education plan (PEP) meetings are a statutory school based requirement for children in care to help track their education and promote their achievements. If a LAC discloses CSE at school, officers are confident that this information will be fed back to the Virtual School. However, the majority of the children that the Virtual School work with have

already been risk assessed for CSE and officers liaise with schools to ensure that they are aware of those individuals where a risk has been identified.

22. When a LAC is reported as a missing person, the Virtual School is advised accordingly. However, when that person is found and returned home, this information is not necessarily passed on to the Virtual School in a timely fashion so that they can make contact and continue their work with the child. Improvements need to be made to ensure that there are no delays in relation to this information sharing.
23. There are times when a young person is reported missing to the Police on the basis that they have not returned home on time but are in fact known to be at the house of a friend who is known to parents/carers/social care and this is therefore not a true missing episode. The provision of training and clarity around reporting missing would improve/tighten up these procedures.
24. Although some schools have reduced the level of counselling available to pupils, there are a number who use the Pupil Premium for counselling if a need is identified. However, there have been reports of children experiencing problems getting this support in schools. To help ensure that the Pupil Premium is used to meet children's needs, the message needs to reach all tiers within a school. To this end, partner agencies need to ensure that they contact the Board of Governors rather than Headteachers alone, as each Board has a safeguarding lead.
25. Hillingdon needs to ensure that child safeguarding is at the right level with: the right processes, MASH, MASE, a fit for purpose strategy, risk assessment process, support available for children at risk and resources available to deal with offenders. Action that has already been taken locally includes two CSE peer reviews, an internal audit where Hillingdon was rated as 'Good' and improvements made in the 25 areas identified as failings following Operation Baker. Other action that could be taken includes a resource mapping exercise across the Borough.
26. The issue of young people being brought into the country to be abused has been raised by The Hillingdon Hospital NHS Foundation Trust (THH) with the UK Border Agency (UKBA). These two bodies have subsequently met and set out plans to identify children who are at risk and a new system is now in place. Hillingdon Local Safeguarding Children Board (LSCB) Sub Committee hold meetings every two months to look at vulnerable children and adults coming into the country through Heathrow airport. Representatives from the UKBA attend these meetings as well as those of the LSCB and SAPB.
27. It is anticipated that the focus on CSE will diminish over time when another issue becomes a higher priority. As such, it is important to ensure that Hillingdon continues to focus on CSE whilst also pre-empting other emerging issues, for example, youth on youth crime which has increased and the use of social media and the Internet. Digital marketing techniques have been developed to target digital mental wellbeing and are being used by Facebook in conjunction with Samaritans. This issue has been complicated further with the growing popularity of applications such as WhatsApp (which enables individuals to have closed conversations) and the connectivity of games consoles. Consideration needs to be given to how these issues can be addressed, as well as educating young people to mitigate the risk at a national level.

## **Financial Implications**

There are no direct financial implications arising from this report, with capacity to absorb costs associated with the development of Child Sexual Exploitation training for Members within existing operating budgets.

## **4. EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES**

### **What will be the effect of the recommendation?**

The recommendations in this report are designed with the purpose widening the provision of CSE training to Councillors and improving information sharing processes.

### **Consultation Carried Out or Required**

The Hillingdon Local Safeguarding Children's Board and witness testimony from the Committee as outlined in this report.

## **5. CORPORATE IMPLICATIONS**

### **Corporate Finance**

Corporate Finance has reviewed this report, confirming that there are no direct financial implications associated with the recommendations outlined above.

### **Legal**

The law on child sexual exploitation is not straightforward as there is no single statute which governs it. Indeed, there is no specific crime of child sexual exploitation and perpetrators are often convicted of associated offences such as sexual activity with a child. It is a matter for the Police to bring prosecutions in the criminal courts. However, the Council has a very important role to play in terms of preventing child sexual exploitation taking place in the Borough and in this respect, it has a number of legal powers contained in the Children Acts 1989 and 2004 to safeguard children and young people. For example, it can apply to the Courts for an Emergency Protection Order or commence Care proceedings when it is appropriate to do so.

The Council also works with a number of partner agencies to ensure that there is robust communication and information sharing systems in place and, as is documented in the body of the report, it has led on providing training on child sexual exploitation to a variety of individuals and organisations and it has significantly helped to raise awareness of it. The Council will continue to play a pivotal role in preventing child sexual exploitation and bringing offenders to justice and the approval of the recommendations in this report by Cabinet will be an important part of this process."

### **Relevant Service Groups**

Children's Services and Public Health have been consulted on the report.

## **6. BACKGROUND PAPERS**

The Committee's report to Cabinet 23 April 2015.

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## HAYES TOWN TRANSFORMATION: PROPOSED BOTWELL BRIDGE BOARDWALK

<b>Cabinet Member(s)</b>	Councillor Keith Burrows Councillor Douglas Mills
<b>Cabinet Portfolio(s)</b>	Planning, Transportation and Recycling Community, Commerce and Regeneration
<b>Officer Contact(s)</b>	Helena Webster, Residents Services
<b>Papers with report</b>	<ul style="list-style-type: none"> <li>• Site Plan</li> <li>• Appendix 1 - CGI images Botwell Bridge Boardwalk (colour copies available at the Cabinet meeting)</li> </ul>

### 1. HEADLINE INFORMATION

<b>Summary</b>	This report seeks Cabinet approval to appoint Conway Aecom Limited as contractors to design and construct the Botwell Bridge boardwalk extension utilising the London Highways Alliance Contract (LoHAC) framework agreement.
<b>Putting our Residents First</b>	Putting our residents first: <i>Our Built Environment town centre improvements</i>
<b>Financial Cost</b>	Financial cost of £392,352 to be funded through the £9m Hayes Major Scheme budget, including match funding contributions
<b>Relevant Policy Overview Committee</b>	Corporate Services and Partnerships Policy Overview Committee Residents and Environmental Services Policy Overview Committee
<b>Ward(s) affected</b>	Botwell and Townfield

### 2. RECOMMENDATION

That Cabinet:

1. Agree the creation of a boardwalk extension to Botwell Bridge as part of the ongoing transformation of Hayes Town;
2. Agree to utilise the London Highways Alliance Contract (LoHAC) framework agreement as a 'one-off' instance of where financial and efficiency benefits can be achieved;
3. Authorise the appointment of Conway Aecom Limited as contractors to design and construct the Botwell Bridge boardwalk extension utilising the London Highways Alliance Contract (LoHAC) framework agreement.

## **Reasons for recommendation**

This report seeks to facilitate design and construction of the Botwell Bridge boardwalk extension as part of the ongoing transformation of Hayes Town.

To progress this, it is recommended to use LoHAC - a framework of collaborative highways services contracts developed jointly by London boroughs and Transport for London (TfL). There are no membership or usage fees and there is no obligation to use it exclusively. Authorities can utilise individual call-offs for any elements with no loss of autonomy. The contractor for the North West London area is Conway Aecom Limited, a joint venture between FM Conway and Aecom.

Following a competitive tender Aecom were awarded the contract to undertake a feasibility study to ascertain options and initial cost estimates for widening Botwell Bridge to complement the wider Hayes Town Centre improvements. Taking forward the feasibility work under Conway Aecom will achieve continuity in detailed and technical design through to construction and handover. In addition, Conway Aecom Limited will be responsible and accountable for ensuring that the initial cost estimates which they calculated have credibility.

The recommendation will ensure that construction of the boardwalk can commence from autumn 2017 to complete by March 2018 in line with the 2017-18 TfL Hayes Major Scheme grant allocation.

## **Alternative options considered / risk management**

Cabinet could decide not to accept the recommendation that in this specific instance, the LoHAC framework provides financial and efficiency savings to facilitate design and construction of the Botwell Bridge boardwalk extension.

The alternative option to run an open tender was fully considered. This could mean that a successful contractor would want to independently review all elements of the original feasibility study which could impact on the intended delivery timescale.

Furthermore, as grant funders, TfL may want to benchmark tenders against the LoHAC framework and could be unsupportive if any costs were less favourable. Utilising the North West London contractor, Conway Aecom Limited, appointed under the LoHAC framework mitigates against this risk.

## **Policy Overview Committee comments**

None at this stage.

## **3. INFORMATION**

### **Supporting Information**

With the arrival of the initial Crossrail (Elizabeth Line) services from 2018 and significant major regeneration underway such as the Old Vinyl Factory mixed use development of the former EMI site, there is significant growth in the number of people living, working, studying and visiting Hayes.

Linkage to the town centre is vital to attract these new residents and visitors to use the existing business and services within the high street in order to maximise the opportunity and economic benefits throughout Hayes town centre.

The Botwell Bridge boardwalk extension complements the £6m major scheme supported by Transport for London which started February 2015 to transform Hayes Town Centre by improving accessibility throughout the town centre and connectivity to the new Hayes and Harlington Crossrail Station.

The concept of developing the bridge to better accommodate cyclists, pedestrians and road traffic, including buses has been presented to Transport for London who supported feasibility development to validate design, deliverability and cost. The primary objective of the bridge improvements is to create:

- An improved urban realm providing a distinctive gateway and much improved linkage between the existing town centre with the wider regeneration of Hayes and Harlington Crossrail station;
- The introduction of a cycle lane on one side of the bridge, creating over one kilometre of continuous cycle lane provision, and
- Improved visibility and connection between the high street and the canal, highlighting the proximity to the canal side vista. This will also promote the improvements undertaken to the canal as part of the canal network 'Quietways' programme including better quality surfaces, wider paths, improved access points and signage.

Aecom have investigated designs for the boardwalk which are practical to construct, structurally economical whilst also visually striking and providing an attractive route for pedestrians which is not significantly longer than using the existing footway. The boardwalk extension can only be accommodated on one side (east side) as the buildings on the west side restrict access.

Steel is proposed for the main structure as this offers the opportunity to maximise off-site fabrication. This is important as the location offers a limited working area and will also minimise the extent of traffic diversions required during construction. The preferred option presents the opportunity to incorporate seating for people to enjoy the canal views. See appendix 1 for two CGI images.

For this particular project there are advantages to procuring on a design and build basis, which include:

- **Single Responsibility:** The design/build approach provides architecture/engineering and construction under a single contract. Risk of cost and time overruns is greatly reduced by contracting with a single company that is commercially incentivised to successfully deliver the project in its entirety;
- **Firm Cost from the outset:** The costs provided by Conway Aecom are guaranteed through the LoHAC framework agreement. Both design and construction expertise have fully and jointly considered systems of work, materials etc. achieving greater cost efficiencies and value-engineering;
- **Project timescale:** The design and construction methodology are coordinated so that lead time for purchasing materials etc can be made early on in the design phase, eliminating the need for redesigns and reducing the risk of construction and delivery time overruns, and
- **Minimising potential for possible architect/engineer/contractor conflicts** as the design and build team is solely responsible and motivated to deliver the contractual quality aspects of the project.

## Financial Implications

The current budgeted funding profile for Hayes Town Centre Major Scheme based on actual prior year expenditure and MTFF budget approved at February 2017 Cabinet is as set out opposite:

Funding Source	2013/14 Actual £'000	2014/15 Actual £'000	2015/16 Actual £'000	2016/17 Budget £'000	2017/18 Budget £'000	2018/19 Budget £'000	2019/20 Budget £'000	Total
TfL Major Scheme	96	392	995	3,047	500	-	-	5,030
Other TfL (LIP)	-	70	425	1	-	-	-	496
Section 106 Hayes Town Centre	-	-	67	163	-	-	-	230
Council Resources	-	-	4	342	-	-	-	346
<b>Hayes Town Centre Major Scheme</b>	<b>96</b>	<b>462</b>	<b>1,491</b>	<b>3,553</b>	<b>500</b>	<b>-</b>	<b>-</b>	<b>6,102</b>
<b>Additional Works</b>								
Hayes & Harlington CCM Major Scheme	-	-	-	200	1,600	-	-	1,800
Section 106 Hayes & Harlington CCM	-	-	-	-	-	794	-	794
Section 106 Hayes Town Centre Extended Works	-	-	-	-	65	233	275	573
<b>Total Hayes Town Centre Improvements</b>	<b>96</b>	<b>462</b>	<b>1,491</b>	<b>3,753</b>	<b>2,165</b>	<b>1,027</b>	<b>275</b>	<b>9,269</b>
Capital	-	254	1,216	3,225	2,165	1,027	275	8,162
Revenue	96	208	275	528	-	-	-	1,107

Since February Cabinet, Council Resources contributions towards the scheme have increased by £12k following Cabinet Member approval of the new CCTV system within Hayes Town Centre. This included a £12k virement from the CCTV Programme budget.

The revised budget for the Major Scheme works which commenced in 2015 is £6,102k and in addition there have been further allocations of £1,800k grant funding for Crossrail complementary measures at the new Hayes & Harlington Station. These are supplemented by Section 106 contributions totalling £1,367k for Crossrail measures and future extensions to the works on the periphery of the town centre. This results in the overall funding allocated to Hayes Town Centre improvements totalling £9,269k. It is planned that the proposed works costing £392k are charged to the TfL Major Scheme grant which ends in 2017/18.

The recommendation will enable the construction of the boardwalk to commence from autumn 2017 to complete by March 2018 in line with the 2017/18 TfL Hayes Major Scheme grant allocation.

Following a competitive tender Conway Aecom Limited were previously awarded the contract to undertake a feasibility study to ascertain options and initial cost estimates for widening Botwell Bridge to complement the wider Hayes Town Centre improvements. The recommendation to use Conway Aecom Limited under the London Highways Alliance Contract Framework will enable continuity in detailed and technical design through to construction and handover.

There are no fees for the use of the LoHAC framework agreement and there is no obligation to use the LoHAC framework exclusively.

### **Costings**

The estimated design fees amount to £44k representing around 13.3% of the construction works. Due to the project being in early stages, the costs contained within this report are estimated and are subject to change which include a further allowance for investigation works. However, the estimate of £330k for construction works does contain a contingency element, which provides some flexibility for any adverse variations in fees and costs. The total projected budget for the works is £392k. Conway Aecom Limited meet the minimum requirement for the Council's credit risk assessment in letting of contracts.

## **4. EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES**

### **What will be the effect of the recommendation?**

The proximity to the Grand Union canal should rightfully be a genuine asset to Hayes Town Centre. At present, the solid brick parapets obscure any view of the canal and the lack of footfall particularly around Western View has attracted anti social behaviour including drug dealing.

Constructing a 'board walk' pedestrian bridge section as an extension to one side of Botwell Bridge will provide a segregated cycle lane across the narrow road section and at the same time create an attractive walk-way with open views down the Grand Union canal towards the east.

The overall objective is to achieve the following benefits:-

- Improved connection between the high street and the canal, highlighting the presence of and the positive opportunities to enjoy the waterside views and creating greater footfall;
- Introduction of a cycle lane at a central pinch point, connecting Hayes & Harlington Station with Hayes Town Centre and enabling the bridge to more safely accommodate cyclists, pedestrians and road traffic, including buses, and;
- Utilising 'Design out Crime' principles to support reduced criminal activity without compromising the enjoyment and greater usability of this part of Hayes Town Centre. This includes increased natural surveillance from passing traffic and pedestrians to complement improved CCTV surveillance.

These benefits will support the local economy by greatly enhancing the connection between the station and the high street, increasing footfall and spending and encouraging growth and vitality to improve the local retail and leisure "offer". This is particularly important as Hayes has many smaller, independent businesses often run by family owners contributing to the identity and diversity of the Hayes community, which the Council wants to sustain and encourage.

## **Consultation Carried Out or Required**

A consultation plan for the Hayes Major Scheme was developed to understand people's views in more detail and allow people who live, work and run a business in Hayes to comment on the provisional plans. A full six weeks was allowed for responses with the consultation starting on 2 December 2014 through to 13 January 2015.

A variety of methods were used to ensure that people knew about the consultation and had an opportunity to have their say and find out more information. These included:-

- A letter and leaflet posted to 4,350 households living closest to Hayes town centre;
- Face to face distributed surveys at peak times at Hayes & Harlington station and within Hayes town centre itself;
- A public display at Botwell Green Sports and Leisure Centre where officers were also in attendance on publicised days to give more information;
- A feature in Hillingdon People, the Council magazine delivered to all households within the Borough;
- An electronic mail out to a variety of stakeholders for wider distribution and promotion through their networks;
- Leaflets delivered to local businesses for distribution to their customers and places of worship for distribution via their congregations, and
- Extensive press coverage in the local Gazette newspaper

In total, 652 responses were received made up of 140 on line and 512 written responses. This represents a 6.52% response rate based on the 10,000 leaflets distributed. When asked specifically "Do you support the proposals to revamp the bridge so that the canal views can be enjoyed from Station Road?" over 80% of respondents agreed.

As part of the initial feasibility study, the Metropolitan Police Inspector for Hayes was shown the specific bridge boardwalk design showed in appendix 2 and would support this concept as a means of encouraging increased footfall in this area of the town centre.

## **5. CORPORATE IMPLICATIONS**

### **Procurement**

The LoHAC Framework Agreement started in 1 April 2013 aims to improve consistency in the quality of works and materials used, and to minimise disruption by sharing best practice and coordinating works, across London.

### **LoHAC Scope of Works**

1. The scope of this framework is to perform highways maintenance and improvement schemes across London, including on the Transport for London Road Network (TLRN) and Borough roads.
2. Although work will be primarily carried out on highways, work may be instructed off highway on housing estates, green space, schools, bus stations, garages, car parks, crematoriums, cemeteries and any other locations requested by an Employer.
3. The scope of this framework includes the following activities and any associated requirements:
  - Maintenance and Improvement Works;
  - Road pavements (including minor repairs and resurfacing);

- Kerbs, footways and paved areas;
- Traffic signs;
- Street lighting;
- Road markings;
- Fencing;
- Road restraint systems (including pedestrian guardrailing);
- Drainage;
- Earthworks;
- Horticulture, landscaping and ecology;
- Bridges and other structures;
- Tunnels; and
- Street furniture.

#### **4. Related Services:**

- Winter service;
- Emergency call-out service;
- Associated civil engineering work;
- Horticulture, landscaping and ecology;
- Street cleansing (street sweeping and litter picking); and
- Street cleansing (gully cleansing).

#### **5. Professional Services:**

- Asset safety inspections;
- Asset service inspections;
- Inspections of bridges and other structures; and
- Design services for design and build scheme work including associated site investigations and surveys.

The Agreement shall run for a maximum of eight (8) years until 31 March 2021. If the Council were to enter this agreement then it could utilise the entire scope of the framework, without any obligation to do so, over the next four (4) years.

The framework agreement has been split up into discreet geographical packages with Conway Aecom Limited (Joint Venture (JV)) servicing the North West of London (LoHAC N/W).

In order to engage the services of Conway Aecom Limited under the LoHAC N/W agreement, the Council would first have to enter into a separate framework agreement as the "London Borough of Hillingdon and Conway Aecom Limited LoHAC Framework Agreement" *mirroring* the scope of the existing TfL framework Agreement. Under which the Council would be under *no* obligation to call-off any of the services within this agreement.

The services required would then have to be agreed and entered into via a Build Task Order under the overarching *London Borough of Hillingdon and Conway Aecom Limited LoHAC Framework Agreement*.

### **Corporate Finance**

Corporate Finance has reviewed this report and confirms the financial implications outlined above, noting that recommended works will be funded from Transport for London grant monies as part of the broader programme of investment in Hayes Town Centre. As detailed within the body of this report, the recommended appointment of Conway Aecom Ltd through the LoHAC framework will deliver continuity on the project while ensuring Value for Money is secured as rates have already been market tested in developing the framework.

### **Legal**

The Council's Procurement and Contract Standing Orders ordinarily require a minimum of five tenders to be sought where the value of a contract exceeds £50,000. However, Standing Order 4.4 enables Cabinet to waive the requirement to obtain competitive tenders where the works or services will be obtained through an approved buying consortium or through their nominated suppliers.

The London Highways Alliance Contract (LoHAC) framework agreement is a pre-tendered, OJEU compliant framework agreement which gives the Council the flexibility to call-off a contractor from the framework agreement.

The Borough Solicitor therefore confirms that there are no legal impediments to the Council appointing Conway Aecom Limited as contractors to design and construct the Botwell Bridge boardwalk extension

### **Corporate Property and Construction**

None at this stage

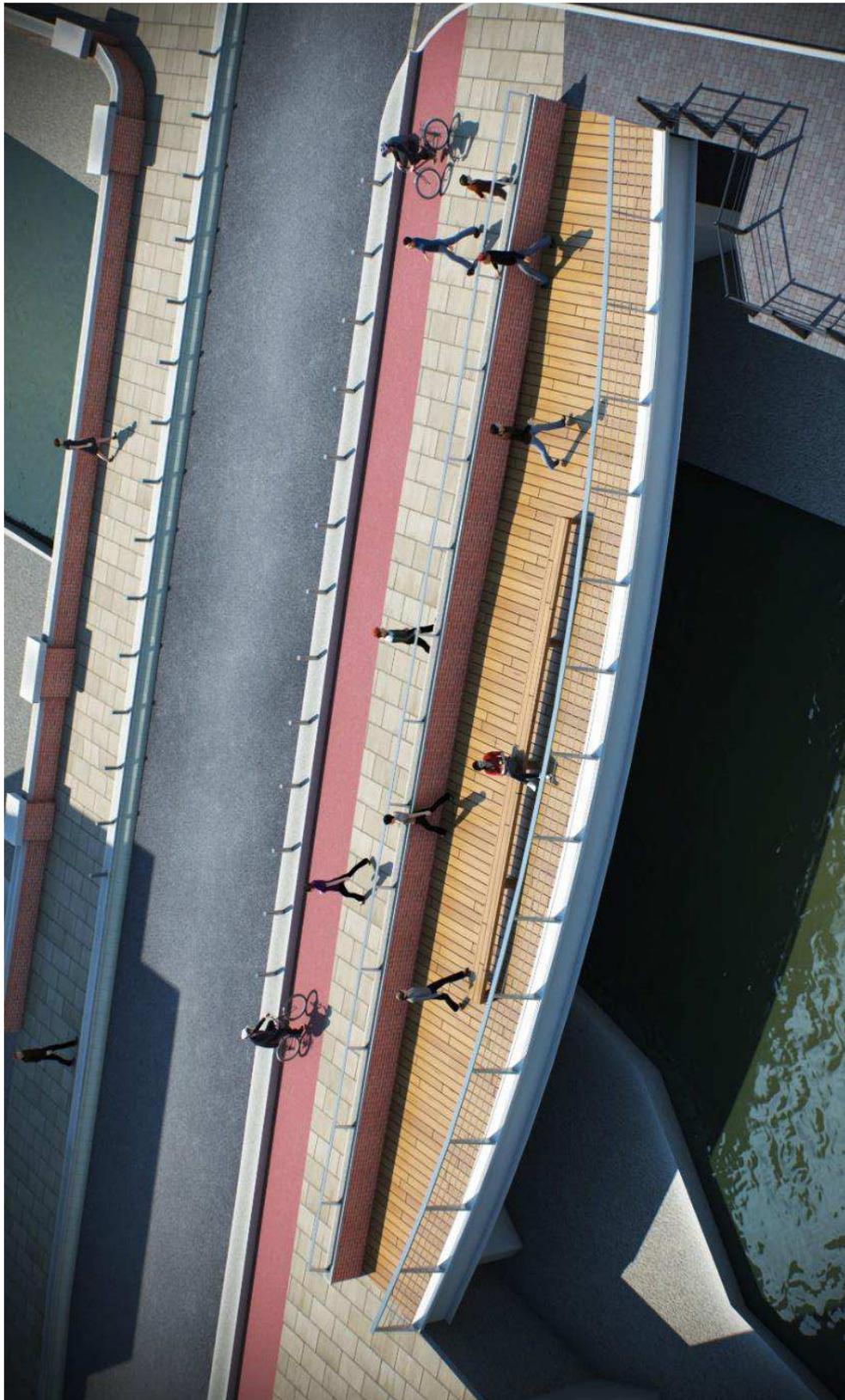
## **6. BACKGROUND PAPERS**

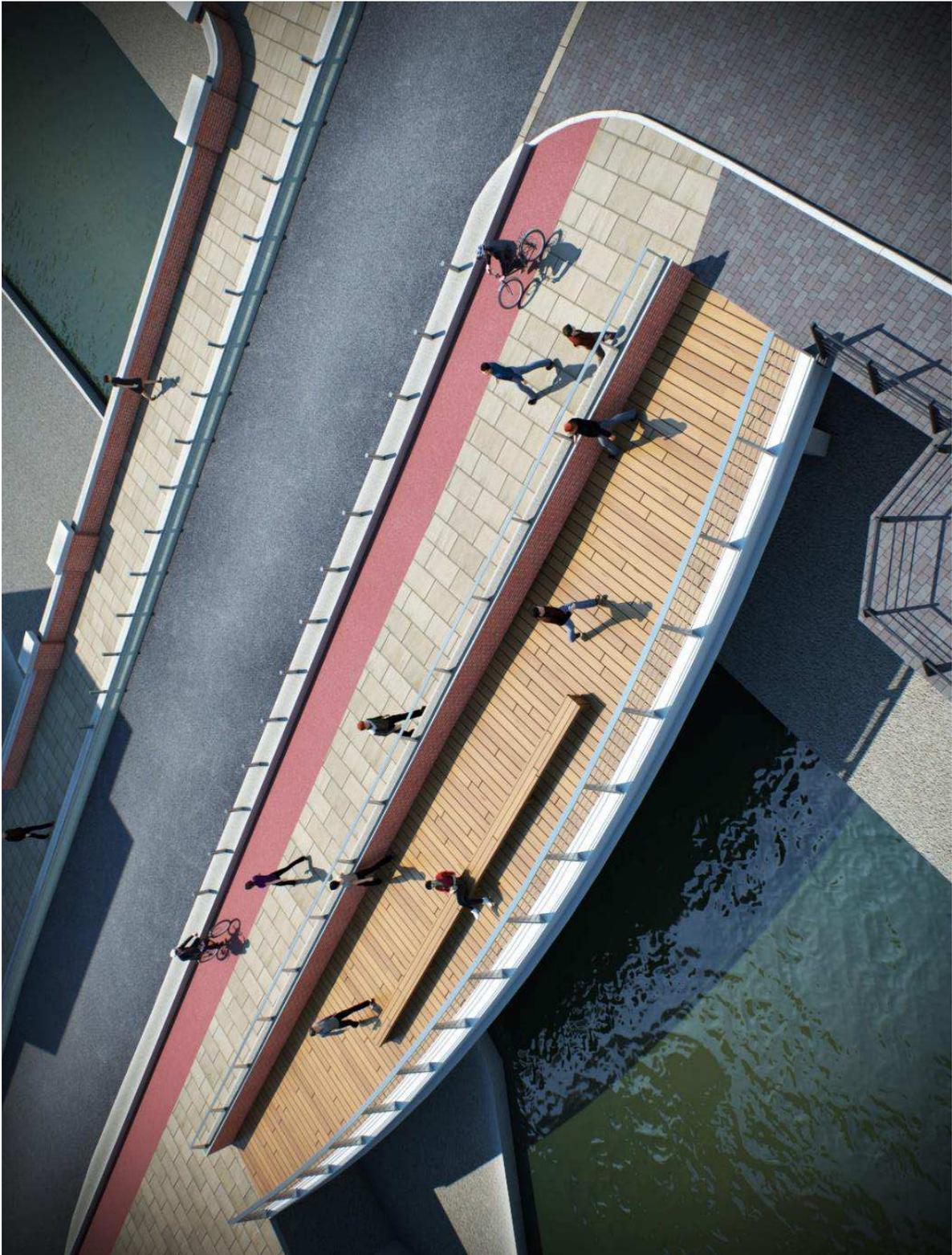
NIL

# Site Plan



**Appendix 1** (colour copies available at Cabinet)





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## OLDER PEOPLE'S PLAN - UPDATE

<b>Cabinet Member(s)</b>	Councillor Ray Puddifoot MBE Councillor Philip Corthorne
<b>Cabinet Portfolio(s)</b>	Leader of the Council Social Services, Housing, Health & Wellbeing
<b>Officer Contact(s)</b>	Kevin Byrne, Administration Directorate
<b>Papers with report</b>	Appendix A - Plan update

### 1. HEADLINE INFORMATION

<b>Summary</b>	To provide an update on the progress in delivering the actions in the plan for older people.
<b>Putting our Residents First</b>	This report supports the Council's objective of <i>Our People</i>  Supporting older people to live independent, active, healthy lives and providing opportunities to improve well-being this report supports Hillingdon's Health and Wellbeing Strategy.
<b>Financial Cost</b>	There are no additional cost implications for the Council in respect of this report. The projects detailed in this report are financed from within existing resources across the Council including the 'Leader's Initiative for Older People' Fund.
<b>Relevant Policy Overview Committee</b>	Social Services, Housing and Public Health
<b>Ward(s) affected</b>	All

### 2. RECOMMENDATION

**That Cabinet notes the successes to date and continued progress to deliver the Older People's Action Plan during 2016-17 to improve the quality of life, health and wellbeing of older people in Hillingdon.**

#### **Reasons for recommendation**

The Older People's Plan endorses the commitment from the Council and its partners to the continued improvement of services and support designed to create a better quality of life for older people in Hillingdon. The plan supports the Council to put residents first and contributes to improving the health and wellbeing of Hillingdon's older residents.

## **Alternative options considered / risk management**

None.

## **Policy Overview Committee comments**

None at this stage.

## **3. INFORMATION**

The headline results from the 2011 Census demonstrate that more and more people in Hillingdon are living longer. Supporting older people to live independent, active lives, to make a positive contribution to local communities and helping older people to feel safer in their homes and in the wider community is at the heart of improving the health and wellbeing of older people in Hillingdon and contributes to the priorities of the Health and Wellbeing Strategy.

In Hillingdon there are well-established arrangements to hear from older people and keep Hillingdon's older residents informed and involved across the Borough on important matters. This includes their involvement through Hillingdon's Older People's Assembly.

Hillingdon's Older People's Plan, led by the Older People's Champion (Cllr Ray Puddifoot MBE, Leader of the Council) sets out a range of actions that the Council and its partners are undertaking in response to issues that older people in Hillingdon have said are important to them. The key themes in the plan include: safety and security; preventative care; keeping independent and healthy; supporting older people in the community; and housing. The action plan is regularly updated and monitored by the Older People's Champion.

There have been a number of achievements during 2016-17. Several are highlighted in the summary below, with a fuller update attached at Appendix A. This includes service improvements supported by the Leader's Initiative developed within the community, with partners and across Council services to enable older people to remain independent, active and healthy.

### **Safety and Security**

Free burglar alarms – To date, the burglar alarm scheme funded by the Leader's Initiative has fitted almost 7,000 free alarms to the homes of older residents. At the end of March 2016, 926 alarms had been installed under Phase 9 (1000 alarms). This leaves 74 alarms available to older residents in Phase 9. Capital Release has been approved for Phase 10 of the scheme, under which residents will receive an upgraded alarm and a free 18 month service. The new system will be a higher specification with additional features included following feedback received from residents, including a door contact sensor with an entry/exit delay and a 'pet-friendly' movement sensor. The solar-powered siren is an improved design and the new system will include a replica siren identical to the main siren.

Satisfaction with the scheme remains high. Older people say they are happy with the alarm, feel safer in their own home and are less scared of being burgled.

## **Preventative Care**

- Joined-up preventative services – The TeleCareLine service supports residents to live safely and independently in their own homes using a range of equipment, such as sensors and detectors all connected back to a local staffed control centre to provide assistance to older people if needed. The development of services like TeleCareLine is part of a broader strategy in Hillingdon working to help reduce the need and frequency for admission to hospital or a nursing home for people with needs arising from a stroke, incontinence, dementia and injuries arising from a fall.
- Since 1st April 2014 the TeleCareLine Scheme has been free to older people aged 80 years or older.
- As at 31<sup>st</sup> March 2017 4,788 service users (4,324 households) are in receipt of TeleCareLine service of which 3,634 are aged 80+.(3,253 households). Note: Households are where there is more than one person receiving TeleCareLine service living in the same property.
- For the year April 16 - March 17 there have been 796 new service users have joined the TeleCareLine service of which 527 are aged 80+.

## **Keeping Independent and Healthy**

- Free swimming lessons for over 65's - Free swimming lessons also continue to be extremely popular. Lessons take place at the three main pool facilities on a termly basis. Botwell offer 4 classes per week with 3 of the 4 classes at full capacity. Hillingdon Sports and Leisure Centre offers 2 classes per week with both classes at full capacity. Highgrove Pool offers 4 classes per week with 2 at full capacity.
- Extending the Brown Badge Parking Scheme – The Brown Badge Parking Scheme offers older people a designated place to park their car / vehicle which means older people are closer to amenities. This can help to maintain their independence and encourages older people to get out and about to reduce the risk of social isolation.

The number of our older residents applying for a Brown Badge continues to increase and, in the 3 months to April 2017, a total of 669 new Brown Badges were issued to our older residents. There are currently a total of 10,594 active Brown Badge users. Since January 2017, new Brown Badges have been set to expire in March 2020. The remaining 10,315 Brown Badges that needed to be renewed for a further 3 years were printed and posted to Brown Badge holders in March 2017.

## **Supporting Older People in the Community**

- Financial support for older people

In the 12 months to March 2017, a total of 309 older people were referred for a Financial Health Check provided by Age UK Hillingdon.

Following these checks 210 clients received a benefit check leading to £292,826 being

generated for the community. Additional amounts may be generated as DWP continues to deal with claims.

The success of the scheme has resulted in an increase in both referrals and benefit checks, leading to waiting lists for a financial health check. To help provide additional capacity, the Leader's Initiative for Older People has provided £25k to Age UK Hillingdon to employ an additional part time (3 days a week) adviser for 15 months to March 2018.

- Allotments - Across the Borough of Hillingdon there are currently 315 free allotment plots allocated to the over 65's. In addition, there are 75 plots allocated to the over 60's at a half price concession.
- Supporting community events - During the year 2016/17 39 grants have been made to community groups and organisations to hold parties and events or to provide activities for older people. These included numerous Christmas lunches and excursions, the Mayor's Christmas Tea Dance,
- Theatre Handholds The Leader's Initiative for Older People has provided funding to install handholds at the Beck and Winston Churchill theatres, to assist older people to climb the stairs to take their seats.
- Leaflet for Older People The Council produced a leaflet for older residents to promote the range of activities and services for people aged over 65. The leaflet gives residents information on the Hillingdon First card, Connect to Support and Carers and provides older people with help and advice on avoiding being caught by scams. A range of activities to improve health and well-being, keeping active, help at home, travel and learning is also contained in the leaflet.

## Housing

- Handyperson service - Age UK Hillingdon continue to support older people in their homes by providing a range of services as part of the Handyperson Service. For an hourly fee subsidised by Age UK Hillingdon, the service can provide help with plumbing, carpentry, heating etc. Age UK can also help residents find a trusted tradesperson, if the task is beyond the scope of their service.

In the 12 months to March 2017 the Handyperson Service undertook a total of 1801 jobs for older people in the Borough. 360 (20%) of these jobs were "safeguarding" related jobs i.e. fitting aids and adaptations, moving furniture, improved security.

- Preventing falls - Age UK Hillingdon also provide a free Falls Prevention Service funded by Hillingdon CCG and available to anyone aged 65 or over. A member of the team will visit to carry out a falls assessment in the home and offer advice on the range of aids, adaptations and other support which may be available. Where appropriate, they may prescribe a home exercise programme to build confidence, improve strength and increase mobility.

In the 12 months to March 2017, the service received 308 referrals with 184 older people receiving a falls assessment in the home. There is a 4 week waiting list for the service.

- Housing adaptations In Q4 2016-17, 23 homes had adaptations completed to enable older people to continue to live at home. During 2016/17, a total of 119 adaptations have been completed in the homes of older people.

Additionally 68 new applications from older people for Disabled Facilities grants have been received during Q4. During 2016/17 a total of 227 new applications for Disabled Facilities grants have been received from older people.

- Heater Loans scheme The Council offers the loan of a heater to older residents during the colder months where their heating has failed. An additional supply of heaters was ordered during 2016/17. In addition to providing a heater, the Council also offers a small grant to cover the costs of running the heater.

### **Financial Implications**

There are no additional cost implications for the Council in respect of this report. The projects detailed in this report are financed from within existing resources across the Council including the 'Leader's Initiative' Fund.

## **4. EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES**

### **What will be the effect of the recommendation?**

The Older People's Plan is welcomed by older people as positively continuing to raise their value and profile and is an opportunity to improve the lives of older people in the community.

### **Consultation carried out or required**

Regular feedback from the Hillingdon Older People's Assembly Steering Group and Older People's Assembly is used to help shape future priorities. The Older People's Assembly in Hillingdon periodically receives progress updates on delivering the promises set out within the Older People's Plan.

## **5. CORPORATE IMPLICATIONS**

### **Corporate Finance**

Corporate Finance has reviewed this report and the associated financial implications, noting that the broad range of initiatives outlined above are fully funded within the existing budgets - including the Leader's Initiative.

### **Legal**

Before the Cabinet is a progress update report on the delivery of Hillingdon's Older People's Plan for the first two quarters of 2016/17.

Under the Council's Constitution the Cabinet has the appropriate powers to agree the recommendation proposed at the outset of this report.

There are no legal issues arising out of the recommendation proposed at the outset of this report.

## **6. BACKGROUND PAPERS**

Previous update reports to Cabinet.

## Older People's Action Plan 2016/17, Q4 Update - March 2017

Ref No	Task	Actions	Lead	Target Dates	Progress Update
<b>1. Safety and Security</b>					
1.1	Increase home security amongst older people.	1.1.1 Ensure that free burglar alarms scheme delivered and that free service offered after 18 months. (phases 8&9)	John Wheatley	31.03.17	<p><u>Ongoing</u> – To help older people feel safe and secure, free burglar alarms have been installed into the homes of older people aged over 65.</p> <p>At the end of March 2016, 926 alarms had been installed under Phase 9 (1000 alarms). This leaves 74 alarms available to older residents in Phase 9. Capital Release has been approved for Phase 10 of the scheme, under which residents will receive an upgraded alarm and a free 18 month service.</p>
1.2	Take action to tackle rogue traders.	1.2.1 Address reports of Rogue Traders including raising awareness.	Martin King	31.03.17	<p><u>Ongoing</u> – Council officers continue to respond quickly to reports of rogue traders. When complaints are received officers review the circumstances of each case and decide if an intervention is required.</p>
<b>2. Preventative Care</b>					
2.1	Assist vulnerable people to secure and maintain their independence	2.1.1 Continue to deliver the TeleCareLine service	Manesh Patel	31.03.17	<p><u>Ongoing</u> - The TeleCareLine service supports residents to live safely and independently in their own homes using a range of equipment, such as sensors and detectors all connected back to a local staffed control centre to provide assistance to older people if needed. The development of services like TeleCareLine is part of a broader strategy in Hillingdon working to help reduce the need and frequency for admission to hospital or a nursing home for people with needs arising from a stroke, incontinence, dementia and injuries arising from a fall.</p> <p>From 1st April 2014 the TeleCareLine Scheme has been extended to be free to older people aged 80 years or older.</p> <p>At 31/03/2017 4,788 service users (4,324 households) are in receipt of TeleCareLine service of which 3,634 are aged 80+.(3,253 households).            Note:- Households are where there are more than one person receiving TeleCareLine service living in the same property.</p> <p>For the year April 16 - March 17 there have been 796 new service users, of which 527 are aged 80+.</p>

					<p>GPS Safer walking programme ongoing - This technology is supporting people living with early stages of dementia to maintain their independence and well being while accessing the community, it also supports family / carers by providing reassurance and the ability to locate their loved one if they do not return home.</p> <p>There are currently 21 clients using the GPS technology (the Vega watch). 2 devices have been returned since last quarter.</p>
<b>3. Keeping Independent and Healthy (Health and Wellbeing)</b>					
3.1	Ensure all new and existing service users / carers are offered a personal budget.	3.1.1 Monitor personal budgets that lead to direct payments and pre-paid cards to meet individual needs rather than just offering personal budgets.	Nina Durnford	31.03.17	<p>Ongoing – A personal care budget gives people who need care and support a greater say on deciding their support arrangements to suit their own needs.</p> <p>As of 31/03/17, there were 2788 clients with a personal budget and an eligible service. 429 clients had direct payments and pre-paid cards, representing 15.4% of all clients.</p>
3.2	Provide opportunities for older people to participate in sport and physical activity.	3.2.1 Work with a range of partners to deliver and promote take-up of physical activity as part of Hillingdon's Health and Wellbeing Strategy	Priscilla Simpson	31.03.17	<p>Ongoing</p> <p><u>Mature Exercise Programme</u></p> <p>The MOVES programme maintains strong with 12 classes running. New sessions are being looked into starting up to maintain suitable convenient classes for 65+ ages to attend. The main goals are to improve the health and wellbeing of those that attend the sessions. A variety of gentle exercise sessions are provided that include zumba, chair exercises, dance fitness. It is important for older adults to have adequate strength, flexibility, and endurance to accomplish everyday tasks.</p> <p>Assessing these components of fitness can detect weaknesses which can be treated before causing serious functional limitations. Therefore functional tests are included in this programme which will give a clear reading of participants' health and wellbeing improvements.</p>
		3.2.2 Continue to offer free swimming sessions to residents aged 65+	Priscilla Simpson	31.03.17	<p>Ongoing – The programme for older people to take up free swimming continues to be popular.</p>

					<p>From Dec to March 2017, over 65's took part in a total of 7,610 free swimming sessions across all the pools. This is an increase of 549 from 7,061 from the same time last year. Nationally swimming participation has declined over the past year.</p> <p><u>Ongoing</u> – Free swimming lessons in Hillingdon commenced from April 2014 and continue to be popular.</p> <p>Free swimming lessons for over 65's</p> <p>Lessons take place at the three main pool facilities on a termly basis. Attendance has remained stable across the pools. Botwell offer 4 classes per week with 3 of the 4 classes at full capacity. Hillingdon Sports and Leisure Centre offers 2 classes per week with both classes at full capacity. Highgrove Pool offers 4 classes per week with 2 at full capacity.</p> <p><u>Ongoing</u></p> <p>Tea Dances remain popular with strong attendances throughout the months. Feedback from participants indicates the positive impact the dances have on their lives by encouraging them to be more active, make friends and free less lonely.</p> <p>The new booking system has been implemented and is running well. The March dance saw a 'Strictly Come Dancing' star join the session. This has helped promote the session to a wider audience.</p> <p><u>Ongoing</u> - This project to support residents with dementia is developing well in partnership with the Alzheimer's Society</p> <p>Dementia Action Alliance: Making Hillingdon a Dementia Friendly Borough- The last meeting took place on March 22nd 2017. Thirty people attended the meeting. There are now 22 member organisations including Care Homes, Pharmacies, Uxbridge College, Gll, Age UK Hillingdon and Hillingdon Carers.</p> <p>Dementia Coffee Mornings: There are now two weekly dementia coffee mornings one operating in Uxbridge Library (since 2014) with an average of 25-30 people attending weekly. A second started at Botwell Library in March 2017. This runs on a Thursday and currently has between 4-8 people attending. The groups offer activities for people living with dementia such as singing along, reminiscence and</p>
	3.2.3 Deliver free swimming lessons for people aged 65+	Priscilla Simpson	31.03.17		
	3.2.4 Hold regular tea dances and other dances for older people to promote participation in physical activity.	Priscilla Simpson	31.03.17		
	3.2.5 - To better enable residents living with dementia to continue to live independently in our community and feel supported and knowledgeable of where they can access advice and help when required.	Priscilla Simpson Linda Matthews Alzheimer's Society	31.03.17		

3.3	Continue to develop and expand the Brown Badge Parking Scheme for older people.	3.3.1 Continue to deliver the Brown Badge older persons parking scheme and promote the scheme to older people.  Encourage provision of Brown Badge bays as part of planning developments wherever possible.	Roy Clark	31.03.17	<p>reading as well as offering a point of contact with the Alzheimer's Society. A series of special activities for dementia awareness week will take place in May 2017 including art and drumming workshops. This will conclude with an art exhibition during the week of the 29th May in Uxbridge Library.</p> <p>Dementia Friends: there are now regular dementia friend sessions running from the Civic Centre in Uxbridge. These include monthly sessions for residents as well as sessions for staff. Other sessions are also offered upon request in different locations. Since January 2017, 22 members of the Public have attended sessions and 37 LBH staff. This is a total of 59 people. As well as the regular monthly sessions there are also 6 dementia friend sessions planned for Dementia Awareness Week 2017 (14th-20th May).</p> <p><u>Ongoing -</u></p> <p>The number of our older residents applying for a brown badge continues to increase and, in the 3 months to April 2017, a total of 669 new Brown Badges were issued to our older residents. There are currently a total of 10,594 active Brown Badge users.</p> <p>Since January 2017, new Brown Badges have been set to expire in March 2020. The remaining 10,315 Brown Badges that needed to be renewed for a further 3 years were printed and posted to Brown Badge holders in March 2017.</p>
3.4	Continue to develop and expand facilities for older people in Hillingdon's allotments.	3.4.1 Improve access and facilities for older people in Hillingdon's allotments	Adrian Batten	31.03.17	<p><u>Ongoing -</u></p> <p>Regular maintenance jobs continue are carried out, including repairing water leaks to troughs, fencing for security and grounds maintenance on site (cutting of communal areas and walkways) and waste removal on occasion.</p> <p>Grosvenor, Bourne Farm and Stafford road allotments were selected for improvement works to the grounds.</p> <p>These works consisted of cutting back the encroaching perimeter vegetation, spraying the vacant plots to reduce couch grass and other problematic weeds and rotavating the grounds to improve aeration and soil quality ready for the new prospective tenants.</p>

3.5	Actively promote the opportunities available to older people to keep healthy, independent and well and establish what difference they are making to improve the lives of older people	3.5.1 Ensure articles appear in every edition of Hillingdon People and on the Council website promoting the opportunities available and making use of feedback from older people	Emma Gilbertson / Lisa Taylor	31.03.17	<p>This also included the removal of historic waste and some small traces of asbestos.</p> <p>A Chrysalis bid was pending for a toilet facility and extended fencing for Western Avenue allotments the toilet facility was successful and a composting toilet was installed and completed on the 6th of April.</p> <p>315 free allotment plots are allocated to the over 65's. 75 plots allocated to the over 60's at a half price concession.</p> <p>Ongoing – articles appear in every edition of Hillingdon People within the older people's page. Recent content is as follows:</p> <p><b>March/April magazine</b></p> <ul style="list-style-type: none"> <li>- Article about new dementia resource centre.</li> <li>- New access guide (DisabledGo) launched for disabled residents.</li> <li>- Review article of Heart Month and the activities on offer at libraries.</li> <li>- Guide for over-65s publicised.</li> <li>- H4All wellbeing service article.</li> <li>- Budget article: council tax freeze and what the budget included for older people.</li> </ul> <p><b>May/June magazine</b></p> <ul style="list-style-type: none"> <li>- Handrails installed at three of the borough's theatres to help residents and visitors climb the stairs to their seats.</li> <li>- Article promoting the Carers' Fair in June.</li> <li>- Article on the council's tea dances and how they benefit health.</li> </ul> <p>The Older People's Assembly took place on 28 March in the council chamber. 57 older people attended. The theme was 'Working together for better health and care' and included information on the Better Care Fund, hospital discharge and the new care connection teams. Speakers included Dr Julie Vowles, Consultant Geriatrician from Hillingdon Hospital.</p> <p>Attendees were given the opportunity to discuss experiences of hospital discharge and provide feedback on the support they would like to see available, as well as share ideas on preventing hospital</p>
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						admissions. The feedback will be collated and shared with officers and partners. They could also put questions to a panel that included managers from the social care team and representatives from Hillingdon Hospital and the Accountable Care Partnership.
<b>4. Supporting Older People in the Community</b>						
4.1	Improve financial inclusion for older people in the borough	4.1.1 Deliver benefits and financial advice and support sessions for older people across the borough through the Age UK Hillingdon financial health checks	Age UK Hillingdon Julian Lloyd	31.03.17	<u>Ongoing</u> In the 12 months to March 2017 a total of 309 older people were referred for a Financial Health Check provided by Age UK Hillingdon. Following these checks 210 clients received a benefit check leading to £292,826 being generated for the community. Additional amounts may be generated as DWP continues to deal with claims.	
4.2	Support older people in their own homes to stay warm and healthy during the winter months	4.2.1 Provide free temporary heaters and small grants to cover electricity costs to older people.	John Wheatley	31.03.17	<u>Ongoing</u> – The Council continues to provide a heater loan to residents aged over 65 whose heating is not working. In addition the Council paid a number of small grants to people who had benefitted from a heater loan to ensure they were not discouraged from using the heaters by the costs of fuel.	
4.3	Provide and encourage opportunities for older people to actively participate in events across Hillingdon.	4.3.1 Provide support to community groups for older people as requested through the Leader's Initiative for Older People.	John Wheatley	31.03.17	<u>Ongoing</u> – The Leader continues to support community groups working with older people. During Q4 seven grants were made to support events for older people being planned for 2017 by community groups. In addition funding was provided to Age UK Hillingdon to support the Financial Health Checks programme for a limited period.	
<b>5. Housing</b>						
5.1	Help older people to live independently in safe, warm homes	5.1.2 Deliver the Handyperson Service	Age UK Hillingdon Julian Lloyd	31.03.17	<u>Ongoing</u> - Age UK Hillingdon continue to support older people in their homes by providing a range of services as part of the Handyperson Service. For an hourly fee subsidised by Age UK Hillingdon, the service can provide help with plumbing, carpentry, heating etc. Age UK can also help residents find a trusted tradesperson, if the task is beyond the scope of their service.	

					<p>In the 12 months to March 2017 the Handyperson Service undertook a total of 1801 jobs for older people in the borough. 360 (20%) of these jobs were "safeguarding" related jobs i.e. fitting aids and adaptations, moving furniture, improved security.</p> <p>Ongoing - Age UK Hillingdon provide a free Falls Prevention Service funded by Hillingdon CCG and available to anyone aged 65 or over. A member of the team will visit to carry out a falls assessment in the home and offer advice on the range of aids, adaptations and other support which may be available. Where appropriate, they may prescribe a home exercise programme to build confidence, improve strength and increase mobility.</p> <p>In the 12 months to March 2017, the service received 308 referrals with 184 older people receiving a falls assessment in the home. There is a 4 week waiting list for the service.</p>
		5.1.3 Deliver the Falls Prevention Service	Age UK Hillingdon Julian Lloyd	31.03.17	
5.2	Deliver the major adaptations programmes for all tenures within budget	5.2.1 Improve private sector homes for older vulnerable people Complete major adaptations increasing independence for older people	Mohamed Bhimani	31.03.17	<p>Ongoing –</p> <p>In the fourth quarter of 2016-17 (01.11.17 – 31.03.17) a total of 38 homes had adaptations completed to enable disabled occupants to continue to live at home. This includes adaptations to the homes of 23 older people, of which 10 were in the private sector. Year to date 252 adaptations have been completed, of which 119 concern the homes of older people.</p> <p>Additionally 103 new applications for Disabled Facilities grants have been received during quarter 4 (01.01.17 – 31.03.2017). These include applications for grants from 68 older people, of which 28 were in the private sector. Year to date 369 new applications for Disabled Facilities grants have been received, of these 227 are from older people.</p>

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## CARERS' STRATEGY - PROGRESS UPDATE

<b>Cabinet Member</b>	Councillor Philip Corthorne
<b>Cabinet Portfolio</b>	Social Services, Housing, Health and Wellbeing
<b>Officer Contact(s)</b>	Nina Durnford, Adult Social Care Directorate
<b>Papers with report</b>	Appendix 1 - Carers' Strategy Delivery Plan 2016-17 Update

## HEADLINE INFORMATION

<b>Summary</b>	The report presents Cabinet with an update on progress during 2016-17 on delivering the 2015-18 Joint Carers' Strategy that was agreed by Cabinet in April 2015. A similar update will be presented to the Hillingdon CCG Governing Body in June 2017.
<b>Putting our Residents First</b>	This report supports the following Council <i>Our People</i> objective.  The Carers' Strategy supports the Health and Wellbeing Strategy to develop integrated, high quality Social Care and Health services within the community or at home. The Strategy also implements the Council's additional responsibilities for supporting Adult Carers introduced under Care Act 2014 and Young Carers, e.g. Carers under the age of 18, introduced by the Children and Families Act, 2014. Actions within the Delivery Plan are also reflected in the 2016-17 Better Care Fund plan.
<b>Financial Cost</b>	There are no financial implications directly related to the approval of this report.
<b>Relevant Policy Overview Committee</b>	Social Services, Housing and Public Health
<b>Ward(s) affected</b>	All

## RECOMMENDATIONS

**That Cabinet notes the progress update on the implementation of the Carers' Strategy and Delivery Plan.**

### Reasons for recommendation

1. At its November 2015 meeting, Cabinet requested an annual review and update on the implementation of the Carers' Strategy and associated Delivery Plan.

2. During 2016-17, the Strategy's importance has also been fully reflected in the local Sustainability and Transformation Plan (STP) under Delivery Area 1 - "radically upgrading prevention and wellbeing," citing in the actions for 2017-18 the ongoing implementation of the Hillingdon Carers' Strategy.

### **Alternative options considered / risk management**

3. None.

### **Policy Overview Committee comments**

4. None at this stage.

## **INFORMATION**

5. This is the third update report on the implementation of the Carers' Strategy approved by Cabinet and Hillingdon Clinical Commissioning Group's (HCCG) Governing Body respectively in April and May 2015. **Appendix 1** of this report provides a detailed update on progress in delivering the agreed priorities of the Strategy reflected in the actions set out in the 2016-17 Delivery Plan. The key headlines are:

### **Carers' Strategy Priority One: Cross-cutting and strategic activity**

- *Carers' Assessments* - In 2016-17 a total of 513 assessments were completed, a 15.54% increase on the previous year.
- *Carers' Recognition Scheme for Hillingdon* - An inaugural event was held on 10<sup>th</sup> May 2016 that resulted in 48 Carers who had been nominated by the people they are caring for, being presented with a framed certificate by the Council's Carers' Champion, Councillor Haggar. Planning is currently in progress for the 2017-18 event that will take place on 12<sup>th</sup> July 2017 and there will be a particular focus on promoting it in schools to encourage teachers to nominate pupils and identify a school that has effective provision in place for Young Carers.
- *Carers in Hillingdon contract* - This new contract creates a single point of access for Carers. The contract was won by the Hillingdon Carers' Partnership, a consortium of local third sector organisations that support Carers and led by Hillingdon Carers. The contract started on 1<sup>st</sup> September 2016.
- *Raising awareness of Carers support/services* - As at 31<sup>st</sup> March 2017 there were 5,769 active Adult Carers registered with the Hillingdon Carers' Partnership, which represents nearly 23% of total Carer population in Hillingdon based on 2011 Census data. During 2016-17 there were 750 new adult referrals. At the end of March 2017 there were also 690 Young Carers, e.g. Carers aged under 18, registered with the Partnership and of these 254 were new referrals during 2016-17.

### **Carers' Strategy Priority Two: For Carers to say "I am physically and mentally well and treated with dignity"**

- *Physical activity sessions for Carers* - A new 'Healthier Carers Hillingdon' programme was launched that offers weight management groups, 1:1 personal training and a series of 28

workshops covering health-related issues, body image, diet and healthy-living advice. This has resulted in 13 Carers agreeing to be 'Carer Health Champions' and as a result they will be trained as walk leaders, gym instructors and group facilitators.

- *Mental health training support package* - A new Mental Health Carer support programme went live in January 2017 after a six month consultation with Carers. The programme includes a weekly peer support group; a weekly activity programme, including speakers, arts and crafts, wellbeing sessions and day trips; and access to training including mental health first aid, anger management, understanding drug treatment and understanding psychoses.
- *Health MOT days* - Two Health MOT days were delivered in Hayes in September 2016 and Northwood in November 2016; 47 Carers accessed health checks at the two events. There are two more events scheduled for 2017.

### **Carers' Strategy Priority Three: For Carers to say "I am not forced into hardship by my caring role"**

- *Deliver a budgeting and financial management programme for Young Adult Carers* - 24 visits were made to workshops on CV writing, work-readiness and understanding taxation by Young Adult Carers during 2016-17. Commitment has been secured for 2017-18 for continued partnership delivery with Lloyds Bank, Uxbridge.
- *Develop a new N-HANCE Transition programme for 17-24 year olds* - The N-HANCE project to support Young Adult Carers Not in Employment, Education or Training (NEET) is in its 2nd year in 2016-17 and at 31<sup>st</sup> March 2017 was supporting 93 Young Adult Carers. 95% of those registered with the programme are now in employment, education or training.
- *Maximise Carer income* - The Hillingdon Carers' Advice team secured nearly £830k in Carer entitlements in 2016/17. They also successfully supported 218 Carers to appeal against decisions and have conducted 1,623 face-to-face appointments/home visits.

### **Carers' Strategy Priority Four: For Carers to say "I enjoy a life outside of caring"**

- *Continue to develop a range of social activities for Carers* -
  - a) *Adult Carers*: 803 Carers accessed Carers Cafes/peer support sessions; 45 Carers accessed Cognitive Behavioural Therapy workshops and 27 Carers accessed 62 sessions of counselling;
  - b) *Young Carers*: 3,429 age-appropriate breaks were provided to Young Carers in 2016-17. 2,743 breaks were provided through Young Carers Clubs over 154 sessions. 25 day trips and activities provided 686 breaks for Young Carers.
- *Explore options to extend services for Carers* - During 2016-17, 25 working Carers accessed a new personal training programme. Under this programme sessions are offered in the home or workplace at a time to suit Carers' other commitments.

## **Carers' Strategy Priority Five: For Carers to say "I am recognised, supported and listened to as an experienced Carer"**

- *Develop the school liaison programme to support Young Carers* - A new Schools Guide to Supporting Young Carers has been sent to all schools and Boards of Governors. A presentation to School Governors was delivered in November 2016.
- *Deliver an integrated engagement framework for Carers* - Hillingdon Carers' Partnership consulted with 440 Carers during 2016-17 utilising a variety of methods as detailed in **Appendix 1**.
- *Deliver 4 Regional Carer Forums* - Four local Carer forums have been delivered across Hillingdon in Hayes and Harlington (July 2016), Northwood and Ruislip (September 2016), Heathrow Villages/West Drayton (November 2016) and Uxbridge (March 2017); attended by 110 Carers overall. The effectiveness of the fora is being reviewed by the Carer Engagement Group which is a task and finish group, and the results of the review will shape engagement activity during 2017-18.

The Hillingdon Carers' Partnership launch event in November 2016 included a 'Big Listen' - this provided Carers with interactive sessions to help determine future priorities, which will be reflected in the development of the 2017-18 Delivery Plan.

- *Deliver a Carers' Fair* - A successful Carers Fair was delivered on 7th June 2016 with 45 partner organisations providing information stalls. As a result, 58 new Carers were identified. The 2017 Carers Fair will take place on 15<sup>th</sup> June 2017.

### **2017-18 Delivery Plan**

6. The 2017-18 Delivery Plan is currently under development and will build on a successful foundation. The final plan will be reflected in the 2017-19 Better Care Fund plan, which will be considered by the Health and Wellbeing Board in June 2017 prior to submission to NHS England (NHSE). In July 2017 Cabinet will be asked to consider the financial arrangements for the BCF, which will set out how the BCF pooled budget will support Carers.

7. Some of the key actions for 2017-18 (in addition to the actions identified as ongoing in **Appendix 1** that will roll forward) include:

- Implement NHS England's integrated approach to assessing Carer health and wellbeing, including development of a Memorandum of Understanding between the Council and Health partners, which will set out how partners will work together to support Carers.
- Continue to develop the remit of the recently launched Young Carers Strategy Group to embed Young Carer initiatives at a strategic level, e.g. Healthy Schools Strategy; Early Intervention and Prevention Strategy; Young Carers Plus programme for Young Carers affected by parental drug, alcohol or mental health issues.
- Supporting Carers throughout the process of hospital admissions and discharge care planning.
- Maximising awareness of and access to Carer Personal Budgets.
- Deliver Social Worker drop-in sessions at the Hillingdon Carers Partnership Carers' Centre.

8. Cabinet will be provided with an update on the implementation of the Carers' Strategy Delivery Plan 2017-18 at its May 2018 meeting.

### **Financial Implications**

9. Hillingdon Carers won the contract with the Council to provide Carers Services during 2016/17. The new contract commenced on 1 September 2016, the cost in Year 1 of the contract is £670k reducing to £630k in Year 2. This contract is funded from Social Care budgets and is incorporated into the BCF in 2016/17.

10. Carers' Recognition Scheme for Hillingdon was funded from Carers' Champion Allocation in 2016/17 and funding for this year's scheme has been allocated from the same fund.

11. In addition to the funding from the Council, Hillingdon Carers received funding from Health for some projects and have been successful in obtaining external grant funding to run additional activities to support carers in Hillingdon.

### **EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES**

#### **What will be the effect of the recommendation?**

12. The Carers' Strategy 2016-17 Delivery Plan demonstrates to Residents and Carers in Hillingdon, the Council's, HCCG and its partners' commitment to supporting Carers and how it is improving services to Carers.

#### **Consultation carried out or required**

13. A full consultation programme was completed to establish what unpaid Carers in Hillingdon want and need to be healthy, happy and supported in their caring role which has informed the priorities and activities in the Delivery Plan.

14. In January 2016, a focus group was conducted with Carers who had received a Carers assessment. The purpose of the group was to understand Carers' satisfaction with the assessment process and what impact having an assessment has had on their caring role. Feedback indicated a need for improvement in supporting Carers through the assessment process.

15. The focus group led to eight bite-size training sessions being set up that were attended by 111 Adult Social Care and Hillingdon Carers' Partnership staff. The aim of the sessions was to improve the 'soft skills' around conducting assessments and assessors' understanding of the process. The sessions took place in November and December 2016 and were delivered jointly by the Carers' Champion (LBH), the Access Service Manager (LBH), the Customer Engagement Manager (LBH) and the Chief Executive of Hillingdon Carers. The training sessions covered:

- The Carers Strategy and Delivery Plan;
- The new Carers Support Service and how it interfaces with Adult Social Care;
- What it means to be a Carer;
- The importance of the role of staff in supporting Carers and conducting Carers' assessments; and
- Feedback from Carers about the assessment process.

16. In Q3 the biennial National Carers' Survey was undertaken. Hillingdon sent 1,024 questionnaires in the post to Carers who have received a Carer's assessment or review before September 2016. 305 (30%) were completed by respondents. The response means the survey is statistically valid.

17. The survey was confidential and no-one was identified unless it was indicated on the form that an individual was being hurt or harmed or their safety or health were at risk, which was in accordance with action we told people we would take.

18. The survey found in general, Carers in Hillingdon are satisfied with the services they receive (70.3%). 41.7% told us they were extremely satisfied or very satisfied, 28.6% said they were quite satisfied, 16.2% said they were neither satisfied or dissatisfied, 6.9% felt quite dissatisfied and the remaining 6.6% said they were either very or extremely dissatisfied.

19. Nearly 51% of responding Carers were 65 and over and the remainder were aged between 18 and 64.

20. The main focus of the survey was on the impact of caring on the Carer and their quality of life and key findings from the survey include:

- *Information and advice* - Nearly 43% of respondents found it easy or fairly easy to access information, but nearly 24% had some difficulty in doing so.
- *Access to social contact* - 31.1% of Carers in Hillingdon told us they have as much social contact as they want while 47.9% felt they had some but not enough and 18.0% told us they had little social contact and felt socially isolated.
- *Personal care* - The survey found that 47.9% of Carers in Hillingdon feel that they are able to look after themselves, 32.5% do not feel that they are always able and 17.7% feel they are neglecting themselves.
- *Occupation and personal time* - 16.4% of Carers in Hillingdon told us that they are able to spend their time as they would want doing activities they valued and enjoyed, 62.0% told us they are able to do some but not enough and 17.4% do not feel that they are able to do anything they value or enjoy.

21. The results suggest that the correct priorities have been identified within Hillingdon's Carers' Strategy and work will continue to address the key issues for Carers in the 2017-18 Delivery Plan.

## **CORPORATE IMPLICATIONS**

### **Corporate Finance**

22. Corporate Finance has reviewed this report and notes that there are no direct financial implications arising as a result of the recommendation that Cabinet notes the progress update on the implementation of the 2016-17 Carers' Strategy Delivery Plan.

## **Legal**

23. There are no legal issues arising out of this report. The Care and Support Statutory Guidance emphasises the need to develop evidence-based local strategies. It is important that local authorities understand the outcomes which matter most to people in their area, and demonstrate that these outcomes are at the heart of their strategies and approaches. The plan has been developed having regard to the needs of carers within the Borough and the Council's obligations to meet those needs.

## **BACKGROUND PAPERS**

NIL

Carers' Strategy Delivery Plan 2016-17 Update

<b>Priority One: Cross-cutting and strategic activity</b>			
<i>Activity:</i>	<i>Lead Organisation:</i>	<i>Target Date:</i>	<i>Progress Update:</i>
1.1 Deliver the Carers Recognition Scheme for adults, young people, schools and higher & further education establishment	<u>LBHillingdon/ Hillingdon Carers</u>	May 2016	This was held on the 10/05/16 that resulted in 48 Carers who had been nominated by the people they are caring for being presented with a framed certificate by the Council's Carers' Champion, Councillor Haggar.
1.2 Maintain increased assessment capacity across the borough to provide additional support to carers via the provision of on-line support through Connect to Support Hillingdon, in addition to telephone and face to face support.  Prepare for mainstreaming of Carers' assessments at first point of contact.	<u>LBHillingdon</u>	Sept 2016	The delivery of Carers' assessments continues as part of core business - joint assessments via allocated Adult Social Care practitioners and separate Carers' assessments predominantly via Hillingdon Carers.
1.3 Design and deliver the programme for LBH staff and Hillingdon Carers' Partnership based on feedback from carers and assessors for carers assessments under the new Hillingdon Carers Partnership.	<u>LBHillingdon/ HCCG/Hillingdon Carers</u>	March 2017	In January 2016 a focus group was conducted with carers who had received a carers assessment. The purpose of the group was to understand carers' satisfaction with the assessment process and what impact having an assessment has had on their caring role. Feedback indicated a need for improvement in supporting Carers through the assessment process.  With the aim of improving the 'soft skills' around conducting assessments and assessors' understanding of the process, 8 bitesize training sessions were delivered in November and December 2016. These were delivered jointly by the Carers Champion (LBH), the Access Service Manager (LBH),

			<p>the Customer Engagement Manager (LBH) and the Chief Executive of Hillingdon Carers Partnership (HCP) and attended by 111 staff from Adult Social Care and the Hillingdon Carers Partnership.</p> <p>The sessions covered:</p> <ul style="list-style-type: none"> <li>● The Carers Strategy and Delivery Plan;</li> <li>● The new Carers Support Service and how it interfaces with Adult Social Care;</li> <li>● What it means to be a carer;</li> <li>● The importance of the role of staff in supporting carers and conducting carers' assessments; and</li> <li>● Feedback from carers about the assessment process.</li> </ul> <p>Following on from these sessions, a project group will develop assessment tools for staff and carers and identify key performance indicators.</p>
<p>1.4 Continue to raise awareness of Carers support/services to include identifying "hidden" and "young" carers including using existing networks and materials e.g. Hillingdon People, Local Press, street champions newsletter and GP PPG groups, Public Health initiatives and voluntary sector promotional events e.g. at police stations and bus stations.</p>	<p><u>LBHillingdon/HCCG/Hillingdon Carers</u></p>	<p>March 2017</p>	<p>As at 31/03/17 there were 5,769 active adult Carers registered with the Hillingdon Carers Partnership (23% of total Adult Carer population in Hillingdon based on 2011 Census data) with 750 new referrals from April 2016 to March 2017.</p> <p>There are 690 young Carers registered with the service with 254 new referrals from April 2016 to March 2017.</p> <p>17 sessions of outreach into schools and colleges were delivered (Apr-Mar 17) plus a Schools' Engagement event attended by 17 schools.</p>

1.5 Continue to work with carers to develop co-produced material for carers which is timely, clear and concise to assist with the navigation of services available in the instances of immediate or gradual caring responsibilities.	<u>LBHillingdon/ HCCG/Hillingdon Carers</u>	Ongoing	Hillingdon Carers Partnership continues to develop its range of information for carers. Information packs are distributed to all new Carers by the HCP.
1.6 Implement NHS England Carers' Memorandum of Understanding and get sign off at Hillingdon Health & Wellbeing Board.	<u>LBHillingdon/ HCCG</u>	December 2016	Implementation of this item has been deferred to 2017/18.
1.7 Mobilise/implement new combined Carers' support services contract	<u>LBHillingdon</u>	March 2017	Service delivery went live on 1/09/16 and the Hillingdon Carers Partnership consulted with Carers from June –Dec 2016 on what new provision should look like. 440 Carers worked with the cross-agency team to redesign provision.  A new and extended support programme is now underway.

**Priority Two: For Carers to say "I am physically and mentally well and treated with dignity"  
For example, by running activity sessions and the health and support for Carers.**

<b>Activity:</b>	<b>Lead Organisation:</b>	<b>Target Date:</b>	<b>Progress:</b>
2.1 Deliver a programme of workshops for young carers to include work readiness, CV writing, sexual health, first aid.	Hillingdon Carers	Ongoing	Hillingdon Carers continues to develop the range of workshops offered to young adult carers: <ul style="list-style-type: none"> <li>• 32 young carers received training on: healthy eating and cooking, sexual health, drug and alcohol awareness, physical activity.</li> <li>• 24 visits were made to CV writing, work-readiness and understanding taxation workshops</li> </ul> 72% participants report an improvement at home either

			<p>with their caring role or in family relationships</p> <p>Two members of the Young Carers team trained to offer sexual health education and distribute condoms to young adult carers.</p>
2.2 Deliver a programme of physical activity sessions for Carers including new sessions of dance and yoga.	Hillingdon Carers	Ongoing	<p><b>Adult Carers:</b> In addition to weekly yoga, chair exercise and exercise classes, new resources have been secured for 1:1 personal training sessions for working or housebound carers.</p> <p>A new 'Healthier Carers Hillingdon' programme has been launched which offers:</p> <ul style="list-style-type: none"> <li>● weight management groups</li> <li>● 1:1 personal training</li> <li>● A series of 28 workshops covering health-related issues, body image, diet and healthy-living advice</li> </ul> <p>13 Carers will become Carer Health Champions and be trained as walk leaders, gym instructors and group facilitators</p> <p><b>Young Carers:</b> Young Carers have access to sports coaching at all Young Carers Clubs (After school Mon, Tue and Weds and Sat mornings).</p> <p>Trips and weekends away also offer access to more unusual activities such as rock climbing, canoeing etc..</p>

<p>2.3 Provide free counselling service for Adult Carers and source for Young Carers.</p>	<p>Hillingdon Carers</p>	<p>Ongoing</p>	<p><b>Adult Carers:</b> 27 Carers have received counselling and 447 have accessed 1:1 emotional support as well as peer support/group sessions</p> <p>2 Carers have accessed counselling via Hillingdon MIND and 3 bereavement/end-of-life counselling via Harlington Hospice</p> <p><b>Young Carers:</b> 84% of Young Carers report an increase in their self-confidence after contact with young carers services.</p> <p>77% of parents stated that their child's self-confidence has grown as a direct result of Young Carers' services.</p>
<p>2.4 Redesign and deliver a mental health training support package</p>	<p>Hillingdon Carers</p>	<p>New Delivery from January 2017</p>	<p>A new Mental Health Carer support programme went live in January 2017 after 6 months consultation with Carers. This comprises:</p> <ul style="list-style-type: none"> <li>● A weekly peer support group</li> <li>● A weekly activity programme, including speakers, arts and crafts, wellbeing sessions and day trips</li> <li>● Access to training including mental health first aid, anger management, understanding drug treatment and understanding psychoses</li> </ul>
<p>2.5 Manage the transition of therapeutic care from British Red Cross to Harlington Hospice.</p> <p>Deliver and expand the programme of therapeutic care.</p>	<p>Hillingdon Carers</p>	<p>New delivery from January 2017.</p>	<p>Following 6 months consultation, a new enhanced therapeutic care offer is being delivered. The new service offers a broader range of therapies and includes more teaching of self-help techniques through a four session wellbeing programme. Both weekly sessions are attended by Hillingdon Carers' staff to facilitate group peer, friendship and general support.</p>

2.6 Deliver 2 Health MOT days per year so carers can access health professionals face to face. Target of 25 per event.	Hillingdon Carers	March 2017	Health MOT days were delivered in Hayes in September 2016 and Northwood in November 2016. 47 Carers accessed health checks at the two events. Two more events will be delivered in 2017.
2.7 Deliver an online 'Life Planning Support' checklist to support carers in considering long term plans.	LBHillingdon/HCCG/ Hillingdon Carers	May 2016	A checklist has been developed and is currently out to consultation. The results of this exercise will inform the next steps during 2017/18.
2.8 Continue to promote GP Health Checks and Flu Jab programmes to carers.	LBHillingdon/ GP networks/Community Pharmacies	Ongoing	Hillingdon Carers actively promotes the flu jab programme through their website, newsletter and carer groups. They host an information stall at Yiewsley and Harefield Health Centres during the programme.
2.9 Deliver the CNWL Recovery and Wellbeing courses to those Carers/supporters of people who are CNWL service users.	CNWL/IAPT	Ongoing	<p>Hillingdon Carers has been supporting the delivery of the introduction to Cognitive Behaviour Therapy (CBT) workshops to groups of Carers in the Borough and will continue to do so over 2016/17.</p> <p>Hillingdon Carers are developing a relationship with talking therapies more broadly, and will be offering a series of workshops for Carers living with long-term health conditions in the new centre in spring/summer 2017/18.</p> <p>Recovery and wellbeing prospectus and timetable are widely distributed in the borough including to Carers' organisations. Courses are accessible for all Carers within CNWL and a year post discharge. Courses are facilitated locally within the Hillingdon spoke to enable people to attend within the Borough.</p>

<b>Priority three: For Carers to say "I am not forced into hardship by my caring role"</b>			
<b>Activity:</b>	<b>Lead Organisation:</b>	<b>Target Date:</b>	<b>Progress:</b>
3.1 Deliver a workshop programme to cover budgeting and financial management for young adult carers.	Hillingdon Carers	Ongoing	<p>24 visits were made to CV writing, work-readiness and understanding taxation workshops.</p> <p>95% of young adult Carers registered with N-HANCE project are now in employment, education or training.</p> <p>Commitment has been secured for 2017/18 for continued partnership delivery with Lloyds Bank, Uxbridge.</p> <p>100% young adult Carers invited to access workshop programme.</p>
<p>3.2 Develop a new N-HANCE Transition programme for 17-24 year olds to prevent them becoming NEET:</p> <ul style="list-style-type: none"> <li>● Support for young adults to access training, apprenticeships, further education and qualifications</li> <li>● Training and mentorship</li> <li>● CV writing</li> <li>● Mock interviews</li> <li>● Development of individual support plans</li> <li>● Mortgage advice</li> <li>● Tax/National Insurance</li> </ul>	Hillingdon Carers	Ongoing	The N-HANCE project to support young adult carers Not in Employment, Education or Training (NEET) is in its 2nd year and is currently supporting 93 young adult carers. 98% of those registered with the programme are now in employment, education or training.
<p>3.3 Maximise carer income through:</p> <ul style="list-style-type: none"> <li>● Benefit advice</li> <li>● Help to claim benefits</li> <li>● Help with appeals</li> <li>● Representation at tribunal</li> </ul>	Hillingdon Carers	Ongoing	The Hillingdon Carers' Advice team secured £829.9k additional income for Carers in 2016/17. They have successfully supported 218 Carers to appeal against decisions and have conducted 1,623 face-to-face appointments/home visits. They have arranged 28

<ul style="list-style-type: none"> <li>• Promoting eligibility for carers assessments</li> <li>• Promoting eligibility for CHC/ nursing allowance/ ADL assessment/equipment</li> <li>• Housing advice</li> </ul>			housing adaptations, secured 76 Blue Badges and helped 17 Carers to find the right care home. 121 carers have been referred regarding housing issues and 88 carers have received free legal advice at monthly Advice Clinics hosted pro bono by Turbervilles Solicitors.
3.4 Deliver carers in Employment Scheme grant programme as part of the pan-London ESF/Big Lottery programme.	Hillingdon Carers	March 2017	<p>ESF/Big Lottery awarded £2m to Carers Trust for delivery of the project across Greater London. Hillingdon is one particular partner in the £1.2m initiative across north west and part of central London.</p> <p>Planning is taking place at a London level, a new officer in post at Harrow Carers and the first Hillingdon workshop for Carers wishing to return to work will take place in spring 2017.</p>

<b>Priority four: For Carers to say "I enjoy a life outside of caring"</b>			
<b>Activity:</b>	<b>Lead Organisation:</b>	<b>Target Date:</b>	<b>Progress:</b>
4.1 Continue to develop a range of social activities for Carers, including School holiday activity programmes, Young Carers Plus social programme (for young people dealing with adults with mental health, alcohol or substance misuse issues) and a new Family Time social programme for young carers and arts, counselling, yoga, cafe's, therapeutic care etc, for adult carers	Hillingdon Carers	Ongoing	<p><b>Adult Carers:</b></p> <p>233 visits have been made to the new therapeutic care service</p> <p>47 Carers accessed Health MOT days.</p> <p>291 visits have been made to arts and crafts activities.</p> <p>47 Carers have accessed care training</p> <p>803 Carers have accessed Carers Cafes/peer support sessions</p> <p>45 Carers accessed Cognitive Behaviour Therapy</p>

			<p>(CBT) workshops</p> <p>27 Carers accessed 62 sessions of counselling</p> <p><b>Young Carers:</b> 3,429 age-appropriate breaks were provided to Young Carers in 2016/17.</p> <p>2,743 breaks were provided through Young Carers clubs over 154 sessions delivered.</p> <p>25 day trips and activities provided 686 breaks for Young Carers</p> <p>6 residential weekends provided trips away for 71 Young Carers.</p> <p>3 whole family trips were provided for 35 families</p>
4.2 Explore options to extend services for Carers e.g. weekend Carers' cafes, more activities in winter months and condition specific cafes e.g. dementia, MH, autism and provide access to appropriate and improved 7 day health care services	LBHillingdon/ HCCG/ Hillingdon Carers	March 2017	<p>New out-of-hours provision for working carers is growing. Of the 28 workshops being provided over 2017, 14 will take place the evenings</p> <p>25 working Carers have accessed the new personal training programme and sessions are offered in the home or workplace at a time to suit Carers' other commitments</p>

<b>Priority five: For Carers to say "I am recognised, supported and listened to as an experienced carer"</b>			
<b>Activity:</b>	<b>Lead Organisation:</b>	<b>Target Date:</b>	<b>Progress:</b>
5.1 Develop the school liaison programme to support Young Carers, including advocacy.	Hillingdon Carers	Ongoing	<p>A schools information pack was produced and distributed to schools. A presentation to School Governors was delivered in November 2016.</p> <p>Young Carers Awareness Day held at Bishopshalt School attended by 17 schools. There has been a sharp increase in the number of referrals from schools – 73 in 2016/17, 49 of which were between Jan-Mar 2017.</p>
5.2 Provide advocacy and support for families at Team around the Family, Child in Need and Child Protection meetings.	Hillingdon Carers	Ongoing	Following a successful pilot project, the grant application to Children in Need is in its second stage, the aim of which is to sustain and develop a complex family support programme. The outcome from this application will be known by May 2017.
5.3 Develop Carers Information Pack for Primary Health Care staff	Hillingdon Carers/ HCCG	March 2017	<p>GP information pack production has stalled, awaiting outcome of the NHSE consultation on carer indicators.</p> <p>Work to be linked to the new NHS England's Carers toolkit.</p>
5.4 Deliver monthly surgeries for mental health carers as a 7 month pilot	CNWL	Starting in June 2015. Reviewed in December 2015	CNWL reviewed this service after a variable uptake. Carers are now invited to attend the Hillingdon service user and carer involvement meeting which is held every 2 months and is attended by senior managers on a regular basis.

			The focus with carer engagement has been on providing engagement opportunities within teams, through forums and carers support meetings. Strong links have been established with local carers groups run by MIND which regularly invite managers of teams and senior staff in CNWL.
5.5 Maintain existing carers groups with CNWL services and review and expand where required	CNWL	Ongoing	<p>Carers support groups are offered at the following services</p> <ul style="list-style-type: none"> <li>● Riverside</li> <li>● Oaktree Ward (Older people)</li> <li>● Early intervention Services</li> <li>● Colham Green Road ( rehabilitation Services)</li> </ul> <p>Carers are invited to attend the Hillingdon service user and carer involvement meeting which is held every 2 months and is attended by senior managers on a regular basis. This meeting is co-chaired by service users and several carers regularly attend.</p>
5.6 Continue to deliver an integrated engagement framework for carers, including parent carers and carers of those with dementia and mental health issues, to enhance the voice of carers in service planning and delivery, across all providers.	LBHillingdon/ HCCG/ Hillingdon Carers	March 2017	
5.7 Deliver 4 Regional Carer Forums	LBHillingdon/HCCG/ Hillingdon Carers	March 2017	Four local Carer forums have been delivered across Hillingdon in Hayes and Harlington (July 2016), Northwood and Ruislip (September 2016), Heathrow Villages/West Drayton (November 2016) and Uxbridge (March 2017); attended by 110 Carers overall.
5.8 Deliver Carers' Fair	LBHillingdon/ Hillingdon Carers	June 2016	A successful Carers Fair was delivered on 7 June 2016. 45 partner organisations held information stalls and 58 new carers were identified.

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